

Fraud Investigator



Purpose

Fraud Investigators are members of the Financial Crime Intelligence Team and are responsible for investigating and identifying cases of potential fraud and financial crime. This position is the key contact for the investigation of all types of fraud across all types of payment (including cards and online) and product types and all distribution channels. As well as supporting front-line business units, this role will speak to external customers to assist to resolve fraud cases.

The emphasis of the role is on investigation, workflow management, customer service, and ensuring that processes are constantly improved in line with the Bank's business objective to Simplify, Optimise, and Automate.

Role dimensions

- **Reports to:** Financial Crime Manager - Intelligence
- **Department:** Customer Operations
- **Job family:** Support
- **Location:** Flexible
- **Direct Reports:** 0
- **Financial Authority:** Fraud write-off authority as delegated from time to time.

Person specifications

- Proven background in financial crime for 3 or more years.
- Computer savvy and confident in all Microsoft products and Bank systems.
- Understanding of financial crime typologies; specifically, Fraud and AML/CFT.
- Critical thinker with ability to apply analytical techniques to interpret information and data.
- Excellent written communication.
- Ability to work independently, manage multiple priorities, and meet deadlines in a fast-paced environment.

Role specific areas of responsibility

- Working with the Financial Crime Manager – Intelligence you will support the design, implementation and review of bank-wide fraud risk management framework and strategy.
- You will engage with your stakeholders to promote sound risk management principles and practices and provide them with insightful advice, guidance and practical support that will advance TSB's goals and enable sustainable risk management outcomes.
- Working cohesively and collaboratively within and across lines one and two, you will be central in the development and execution of initiatives associated with fraud risk management which is consistent with TSBs purpose, values and risk appetite
- To manage and facilitate the delivery of a best practice bank wide fraud risk monitoring and management framework as well as developing and advising on policies and issues.
- Triaging fraud alerts and investigate, escalate and report fraud incidents.
- Preparing cases ensuring decision-making, risk mitigation and recovery is appropriate and documented accurately in a case management function.
- Conduct end-to-end external fraud investigations to resolution and within TSBs SLAs.
- Timely execution of the administrative tasks associated with a fraud investigation.
- Ensure that strategies, processes and policies are in place to identify, manage and mitigate these areas' risk in terms of the risk appetite of the Board and monitor operational compliance with these policies.
- Ensure that all material fraud risks are being reported and appropriately managed.
- Maintain a risk register of all material residual fraud risks and together with management develop risk treatment plans to mitigate or manage significant risks to within the risk appetite of the Board.
- Review all company practices for fraud risk. Assess the degree of exposure and suggest policies and processes to mitigate such risk in terms of the risk appetite of the Board.
- Working with the team and other stakeholders to define, develop and test fraud scenarios established to identify potential fraud events and support fraud monitoring and detection activities.
- Regularly update the status of investigations in the case management tools to ensure all stakeholders are aware of progress and resolution.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.