Role Information

|  |  |  |  |
| --- | --- | --- | --- |
| **Role Title:** | Fraud Intelligence Lead | | |
| **Function:** | Technology & Operations | **Area** | Fraud & Intelligence |
| **Pay Band:** | Fixed Salary 5 | **Employee Level** | Team Member |
| **Role Reports to:** | Assessment & Intelligence Manager | | |

Role Specification

|  |
| --- |
| **Objective of the Role** |
| ​​The Fraud Intelligence Lead exists to support the Fraud Intelligence team’s delivery of timely, relevant, and actionable fraud insights and strategic fraud risk mitigation opportunities in Suncorp Insurance. This role is responsible for ensuring tactical, operational, and strategic intelligence products analyse and leverage available data to support business understanding and outcomes relating to insurance fraud. |

|  |
| --- |
| **Key Accountabilities** |
| Technical & Operational Accountability:   * Supporting the business in design and improvement across our existing automated fraud control measures. * Supporting the business to identify control weaknesses and advising on rectifications. * Devising and coordinating intelligence issue development projects and coordinating intelligence operations assessment across Suncorp Insurance. * Supports innovation in fraud detection methods to deliver innovative and effective fraud detection solutions which represent industry best practice. * Recommends fraud detection and associated data and process improvements in a constructive and collaborative manner. * Providing quality assurance for intelligence research, insights, and project management capability * Quickly flagging existing and emerging risks and taking proactive steps to mitigate and manage   Leadership & Strategic Ability:   * Lead and manage the intelligence team, providing direction, feedback, and support. * Foster a culture of excellence, accountability, and continuous improvement. * Ensure team members are informed, engaged, and contributing to shared goals. * Provides advice to assist the Insurance team in understanding and managing their detection risks*.* * Supporting team members to devise fraud risk insights and mitigation strategies across Suncorp Insurance * Understanding innovative intelligence products that underpin the execution of the Fraud & Intelligence strategic plan. * Drive and actively promote the Fraud & Intelligence Employee Value Proposition (EVP) and Suncorp Cultural Values by demonstrating professional alignment and role modelling expectations. * Champions fraud detection tests and experiments in learning delivery within a “safe to fail” environment.   Stakeholder Management:   * Ensuring liaison opportunities result in intelligence insights and recommendations for business and strategic leaders as appropriate. * Ensuring intelligence products are focussed on “so what” insights with “now what” mitigation strategy development for business leader and strategic leader consideration. * Fostering a positive working relationship across internal and external stakeholders to highlight fraud insights and mitigate fraud risk.     Training & Team Engagement:   * Driving creative and critical thinking training and mindsets within the Assessment & Intelligence team and Fraud & Intelligence department * Lead the capability uplift of F&I through prioritising self-development, actively engaging in team / department initiatives, and providing considered feedback where relevant. * Demonstrate a commitment to achieving team and individual performance objectives. |

|  |
| --- |
| **Key Stakeholders** |
| Internal Relationships   * ​Financial Crime Analytics * ​Group Financial Crimes * ​BSAP * ​Insurance Claims Teams * ​Chief Data & Transformation Office   ​External Relationships   * Law enforcement agencies * ​Insurance Fraud Bureau of Australia * ​Other industry related bodies​ |

**Person Specification**

|  |
| --- |
| **Key job requirements** |
| Experience (minimum type and level of experience required to perform the role)   * At least five years creating insights and recommendations from qualitative and quantitative data. *Mandatory* * At least five years of experience as a practitioner completing intelligence operations and using target development methodology. *Desired* * Experience using or leveraging output from statistical tools such as SAS, Pentaho, and Tableau. *Desired* * Demonstrated experience successfully leading technical teams to deliver actionable insights for decision makers. *Desired*   Qualifications (indicate whether mandatory or desired) and Key Skills   * ​​University degree at Bachelor or higher level​. *Desired* * Intelligence, investigations or statistics degree/major. *Desired* * ​​Qualifications in Fraud, Intelligence, Criminology, or Investigation. *Desired*​ * ​​Demonstrated ability to devise and drive intelligence insights from disparate datasets (both qualitative and quantitative) * ​Ability to prioritise and present intelligence engagement opportunities and workflow based on comparative Fraud & Investigations impact * ​Excellent report writing and editing skills * ​Effective oral communicator with demonstrated stakeholder management * ​Ability to influence decision makers using evidence-based insights and proposed strategies * ​Ability to confidently operate in a context of multiple deliverables, changing requirements, diverse and challenging clients/stakeholders and shifting timelines * ​Constructively challenges, and highly capable of having difficult conversations, whilst maintaining professional relationships​ |

|  |
| --- |
| **Being @ Suncorp Behaviours – All Team Members** |
| * Understands role requirements, achieves quality and timely outcomes, and strives to do better. * Delivers on commitments being genuine and direct and ensuring fair outcomes for all. * Works through challenges and raises risks to achieve results. * Listens to customers, speaking up on their behalf and takes action to deliver the right outcome. * Finds different ways to perform work and identify new solutions. * Adapts to change, willing to pivot around business needs and learns from experiences. * Assists others, shares knowledge and strengths, taking ownership of team goals. * Invites different views and experiences to create diverse perspectives. * Engages with the team, celebrating the success of others and ensuring the safety and wellbeing of all. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Prepared by:** | Cameron Doring  Manager Insurance Fraud Systems | **Date:** | 16/7/24 |
| **Approved by:** | Louise Sampson  Head of Fraud & Intelligence | **Date:** | 16/7/24 |