

Direct Group Limited

Job Description



Job Title: Counter Fraud Investigator	Department: Direct Group Investigation Services (DGIS)
Reporting to: Coordinator DGIS	Director: Director of Investigation Services
<p>Overview: Manage suspected insurance claims referrals from colleagues and from clients</p>	
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> ○ Knowledge of what constitutes Insurance Fraud ○ Triage ○ Research ○ Prepare and Implement Investigation Plans ○ Blend of desk investigations and Interactive Telephone Interviews ○ Liaison with Customers and Clients ○ Appointment and Management of investigators ○ Report writing ○ Meeting Targets and Objectives 	
<p>Components:</p> <ul style="list-style-type: none"> ● Working Knowledge of Property Motor and Travel Insurances required ● Good Knowledge of operating systems ● Capable of correctly resolving problem claims. ● Working knowledge of evaluating and handling “intelligence” ● Manage customers and clients expectations in a counter fraud arena ● Achieve service standards, company and contractual requirement ● Produce reports of findings for colleagues and clients ● Action IFIG and other industry alerts ● Liaise with insurers, Police and others on counter fraud matters ● Working knowledge of ACPO guidelines ● Ad-hoc Projects ● Training of colleagues in counter fraud measures ● Adapt to the constantly changing requirements of the department and the company and perform additional tasks as may be required 	
<p>Skills/Qualities/Experience:</p> <ul style="list-style-type: none"> ● Good understanding of DPA including exceptions to normal rules ● Awareness of FOS rulings on claims fraud ● Experience from working in a CF team at an Insurer or loss adjuster; or being a property or motor claims underwriter; useful ● Strong attention to detail and methodical style of working ● Capable of handling sensitive and confidential material ● Good accurate computer keyboard skills including Word and Excel ● Self-motivated but also a team player ● Diligent and able to work under pressure 	
<p>Qualification Requirements:</p> <ul style="list-style-type: none"> ○ High Integrity ○ Good general level of education ○ Hold Cert CII (Claims) or Dip CII (Claims) or similar, or show good evidence of working to achieve them 	