

# Direct Group Limited

## Job Description



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