



Job Information

Job title:	Fraud & Revenue Assurance Analyst	Location	Limerick
Report to:	Fraud & Revenue Assurance Manager-Delivery	Jobs that report to this role	
Department:	Fraud and Revenue Assurance		

Hiring Manager signature:

Date:

Job Purpose

Deliver the department mission “Independently assure that revenue associated with access to, and use of, Virgin Media's services is accurately and efficiently billed, protected, collected and grown”.

The role is an operational analyst position within the Fraud and Revenue Assurance team. The role holder will assist the Fraud & Revenue Assurance Delivery Manager to ensure that the department delivers and runs appropriate fraud and revenue assurance control tools / fraud systems to support the department objectives.

Principle Responsibilities

- Assist the Fraud and Revenue Assurance Delivery Manager and the Head of Fraud and Revenue Assurance to establish a credible centre of excellence for Fraud and Revenue Assurance.
- Respond to alarms in the relevant fraud management systems.
- Produce monitoring reports in the required format and to the required standard.
- Liaise with the wider Fraud and Revenue Assurance group, to ensure information is shared where necessary.
- Identify and clearly document leakage and controls points.
- Assist in the alignment of our fraud and revenue assurance controls with other controls in Virgin Media.
- Work with applications to prevent credit card payment fraud.
- Review applications for service to proactively detect instances of subscription / handset fraud.
- Ensure up to date knowledge of fraud and revenue assurance, trends, and best practices.
- Work with the reconciliations / control tools in the main RA domains; Usage assurance, Subscription assurance and Cost assurance for all Consumer, Business and Mobile products and services.

Key Accountabilities

- Ability to work well under pressure.
- Strong team player, with the ability to also work independently.
- Ability to learn how to interpret and work with various CRM, Billing, Fraud and Revenue Assurance applications.
- Demonstrable experience of risk within a telecommunications organisation. (Mobile, Consumer/ Business)
- Ability to handle complaints from internal and external customers.
- Strong communication skills.
- Excellent attention to detail.



Desired qualifications and experience

- Data analytics skills using either ACL, Qlikview or WeDo.
- Knowledge of attack types/ countermeasures and control environment for a telecoms operator.
- Experience in a Fraud and Revenue Assurance team is a bonus.
- Excellent organisational and report writing skills.
- Flexible to travel throughout the UK and Ireland, as and when appropriate or required.