



## Job Information

<b>Job title:</b>	<b>Fraud &amp; Revenue Assurance Analyst</b>	<b>Location</b>	Limerick
<b>Report to:</b>	Fraud & Revenue Assurance Manager-Delivery	<b>Jobs that report to this role</b>	
<b>Department:</b>	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.
- Produce monitoring reports in the required format and to the required standard.
- Assist the Fraud and Revenue Assurance Delivery Managers and the Head of Fraud and Revenue Assurance in the production of weekly and monthly MI.
- Actively participate in “bird table” meetings with the Fraud & Revenue Assurance delivery team to ensure alignment to core objectives.
- Liaise with the wider Fraud and Revenue Assurance group, to ensure information is shared where necessary.
- Create and maintain good working relationships with the business.
- Develop a SME understanding of the end-to-end business.
- Assist the Fraud & Revenue Assurance Delivery Manager in performing UAT testing and rule review.
- Identify and clearly document leakage and controls points. Highlight any gaps in operational tools to your supervisor.
- Assist in the alignment of our fraud and revenue assurance controls with other controls in Virgin Media.
- Report misuse numbers to TUFF, ITSFF and LG affiliates Fraud & Revenue Assurance Teams.
- Work with applications such as Retail Decisions (ReD) and Realex to prevent card payment fraud.
- Review applications for service to proactively detect instances of subscription / handset fraud.
- Operate the various fraud and revenue assurance systems / tools.

### Fraud and Revenue Assurance specific:

- 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.

- Respond to alarms in the relevant fraud management systems.
- Work with ACL, Minotaur, Qlikview and WeDo to detect fraud.

### **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.
- Strong commercial awareness regarding the impact of Fraud and Revenue Assurance on the business.
- 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.
- Proven experience in a Fraud and Revenue Assurance team.
- Excellent organisational and report writing skills.
- Flexible to travel throughout the UK and Ireland, as and when appropriate or required.