



Job Information

Job title:	Fraud & Revenue Assurance Team Leader-Delivery	Location	Limerick
Report to:	Fraud & Revenue Assurance Manager-Delivery	Jobs that report to this role	Fraud and Revenue Assurance analysts
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 Team Leader position within the Fraud and Revenue Assurance team. The role holder will assist the Fraud & Revenue Assurance Delivery Manager ensure that the department delivers and runs appropriate fraud and revenue assurance control tools / fraud systems to support the department objectives. Maintain and improve staff engagement through effective people management.

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.
- To allocate Revenue Assurance and Fraud resources in the most cost effective manner, in order to deliver the biggest benefit across Virgin Medias revenue stream.
- Maintain and improve staff engagement through effective people management.
- Respond to law enforcement requests. (Ireland)
- Deliver Fraud Awareness training to Virgin Media employees and our third party contractors.
- Produce monitoring reports in the required format and to the required standard.
- Assist the Fraud and Revenue Assurance Delivery Manager 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.
- Assist the Fraud & Revenue Assurance Delivery Manager to plan, direct and organise the day-to-day operation of the delivery section of the Fraud and Revenue Assurance Team.
- Liaise with the wider Fraud and Revenue Assurance, to ensure information is shared where necessary.
- Liaise with ComReg regarding number alleged misuse of an Irish number. Submit appropriate documentation in support of reported instances of fraud.
- Report misuse numbers to ITSFF and LG affiliates Fraud & Revenue Assurance Teams
- Work with applications such as RED and Realex to prevent payment fraud.
- Assist the Fraud & Revenue Assurance Delivery Manager in performing UAT testing and rule review.



- Identify and clearly document leakage and controls points. Ensure that operational tools highlight any exceptions/ alarms of trend variances.
- Align our fraud and revenue assurance controls with other controls in Virgin Media.
- Create and maintain good working relationships with the business and third party stakeholders.
- Develop a SME understanding of the end-to-end business, IE and UK.

Fraud and Revenue Assurance specific:

- Review delivery requirements, working with the System Optimisation Manager, FMRA CC to implement relevant control tools / reconciliations. Ensure that the tools / reconciliations are subject to peer review, UAT and the system are kept aligned to our changing business.
- Ensure up to date knowledge of fraud and revenue assurance trends and best practices. Monitor the implementation of changes based on these variations.
- Deliver reconciliations / control tools in the main RA domains; Usage assurance, Subscription assurance and Cost assurance for all Consumer, Business and Mobile products and services.
- Work with the System Optimisation Manager and Prevention and Compliance Managers to implement best in class applications.

Key Accountabilities

- Ability to work well under pressure.
- Excellent people management and coaching skills.
- Demonstrable experience of advising on fraud and revenue assurance risk within a telecommunications organisation. (Mobile, Consumer/ Business)
- Ability to handle escalated complaints from internal and external customers.
- Ability to oversee a team of analysts managing fraud and revenue assurance applications.
- Strong communication skills, including the confidence to deal with stakeholders across the business.
- Strong commercial awareness regarding the impact of Fraud and Revenue Assurance on the business.
- Excellent attention to detail.
- Flexible to travel throughout the UK and Ireland, as and when appropriate or required.

Required qualifications and experience

- Proven data analytics skills using either ACL, Qlikview, WeDo or Centreview.
- Proven use of Minotaur.
- Knowledge of attack types/ countermeasures and control environment for a telecoms operator.
- Proven experience or knowledge of Fraud and Revenue Assurance team activities.
- Excellent organisational and report writing skills.