

**Job Details:****Reports to:**

Fraud & Revenue Assurance Manager-Delivery

Title:

Fraud & Revenue Assurance Analyst

Location:

Limerick

Duration:

Permanent

About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door - you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

About the Role:

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.
- 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 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.
- Perform test calls using Test Call Generators

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 IFL, ACL apps, 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.

Required qualifications and experience:

- Proven data analytics skills using either ACL, Qlikview, WeDo or Centreview.
- 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.

Join and you'll be part of the Virgin Media family. You can trust us to do the right thing by you. We're a great place to work – and we offer impressive benefits too. Get ready for a generous holiday allowance, contributory pension, and, of course, discounts on our fantastic mobile, broadband and cable.

Ready to TURN IT ON? Apply jobs@virginmedia.ie

Not your ideal job? Visit our career page to view all of our other open vacancies;
<http://www.virginmedia.ie/careers>

Virgin Media is an equal opportunities employer. Having a diverse workforce is critical to the success of our business.