

United Arab Emirates Jobs Expertini®

Fraud Investigation and Triage Analyst

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Company: Abu Dhabi Islamic Bank PJSC

Location: united arab emirates

Category: other-general

Role : Fraud Investigation and Triage Analyst **Location** : Abu Dhabi **Role Purpose**:The role requires a proactive and confident individual, who can communicate and build strong relationships across the wider business. Possess the ability to work in a dynamic environment, leverage resources and capabilities across the ADIB's businesses. The holder of this position will be mainly asked to:

Implement an effective and robust case management process for reviewing, analyzing, identifying, conduct preliminary level 1 fraud investigations, documenting, and managing the suspected incidents of fraud to determine the root causes. exposure. parties involved (both internal & external) and provide appropriate recommendations to the respective stakeholders.

Conduct case assessment & preliminary review of fraud incidents as per approved processes to ensure timely detection within the agreed time frame to improve service delivery & achievement of business objectives. **Key Accountabilities of the role** Handle the day-to-day cases of the Departments to ensure cases referred are reviewed, analyzed and clear responses given to Business units.

Conduct preliminary level 1 Fraud Investigations and Examine the suspected incidents of fraud to determine the root causes. exposure. parties involved (both internal & external) and provide appropriate recommendations to the respective stakeholders.

Assist investigation team in planning investigations, document analysis, evidence gathering, follow-up of corrective actions.

Assist in Designing & implementation of the Triage framework and procedure to manage cases reviewed and assessed with Head of Triage.

Perform efficient Triage functions and ensure adherence to the approved policies and procedure.

Participate in Fraud Investigations and Examinations in line with Fraud Investigation Policy & Procedure, ACFE Code of Ethics.

Strengthen fraud risk controls of the 1st and 2nd line of defense by way of highlighting findings based on the reviews & preliminary investigations post assessment of Triage cases.

Improve service delivery and satisfaction of customers and business partners by adherence to turnaround times on processes fraud control and other activities without compromising on risk.

Exercise due diligence while handling transactions/ queries / customer applications and instructions. Identify risk / fraudulent transactions and escalating the same as appropriate.

Provide prompt, efficient, and accurate guide/support to business units in relation to fraud /suspicious cases referred to Triage team while maintaining an agreed service level agreement.

Achieve agreed performance standards & escalate fraud risks as required to the Head of Triage.

Engage and build a trusted relationship with the relevant stakeholders and management.

Investigations

Participate in investigation of suspected fraud incidents to determine the occurrence of fraud, its exposure, root causes, parties involved (both internal & external) and provide appropriate recommendations to respective stakeholders.

Support in the establishment of a STR Reporting Framework within the department and ensure accurate and timely reporting of all the FID team.

Assist in maintaining an up-to-date Fraud Investigation Policy & Procedure which guides the investigation process.

Ensure to safeguard the integrity of evidence and documentation related to fraud cases.

Keep abreast of improvements and current developments in banking environment, and in fraud examination and investigation standards, procedures, and techniques.

Other Tasks

Carry out other tasks as and when required in consultation with the Head of Triage and Level 1 Fraud Investigations.

Analysis & Reporting

Maintain comprehensive MIS for the cases reviewed, actioned, and suggest improvements.

Design & prepare MIS & dashboard of Triage cases for presenting to Head of Triage and Level 1 Fraud Investigations for timely identification and corrective action on areas of risk.

Training & Development

Provide guidance and support to stakeholders with respect to the reported fraud cases and case assessments carried out.

Conduct trainings relating to Triage cases management to ensure adequate understanding and awareness throughout ADIB Group.

Specialist Skills / Technical Knowledge Required for this role:

Understanding of fraud risks and fraud investigation associated.

Understanding of Banking Operations and product along with Banking Regulatory Environment

Good knowledge of retail and corporate banking Islamic products.

Knowledge on market fraud trends.

Able to perform verification, risk control or risk prevention function.

Working knowledge of leading operational risk practice and regulatory requirements.

Strong problem solving, analytical (including qualitative analysis), research, and quantitative skills.

Computer skills (e.g., Microsoft Office Suite).

Certified Fraud Examiner (CFE) will be an added advantage.

Excellent Communication and Interpersonal Skills with ability to manage external and internal stakeholders.

Problem-solving aptitude.

Arabic and English proficiency

Previous experience

2-3 years of experience in the banking & Financial services industry in Fraud

Investigation, Risk management and Banking Operations

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