

United Arab Emirates Jobs Expertini®

Group Senior Manager, Fraud Risk Services United Arab Emirates Posted on 02/21/2024

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Company: DP World

Location: united arab emirates

Category: other-general

As Group Senior Manager, Fraud Risk Services (“FRS”), you are expected to be a dynamic and innovative leader that will play a fundamental role in the evolution and transformation of the Group Internal Audit Department (“GIA”).

DP World is expanding constantly across the world, empowered with ongoing innovation and digitalisation. In an environment where fraudsters are also evolving at a rapid pace, our organisation’s growth has increased its susceptibility to fraud and the potential repercussions that may stem from this.

As Group Senior Manager you will be at the forefront, facing any threat of fraud our organisation may face, ensuring the protection of our reputation and assets. This will be accomplished principally through the effective management of FRS resources, and the development and execution of robust fraud risk management practices. Overall, the key purpose of this role is as follows:

Manage and innovate the key pillars of FRS, that focus on global Fraud Awareness, Investigations (including Digital Forensics), Fraud Risk Management, Whistleblowing Hotline/System, and the development of Fraud Risk Champions (FRCs).

Manage FRS’ digital transformation through automating and reengineering new and existing systems to optimize resources, and improve our capability and efficiency to prevent, detect and respond to fraud risks/incidents.

Enhance FRS’ tools, resources, and execution plans to align with the mission and vision of

the DP World Fraud Risk Management Framework.

Lead and independently manage FRCs and other internal/ external resources across the world to effectively execute FRS objectives.

Deliver effective, relevant, and valuable results and presentations to key stakeholders with recommendations that inspire constructive change.

Collaborate with the leadership of GIA, Head Office Departments and Global Business Units to develop cross-functional synergies, and mutually beneficial Anti-Fraud systems/solutions that leads to enhancements designed to fit the profile and culture of the relevant Function/ Department/ Business Unit

JOB ACCOUNTABILITIES:

Manage key elements within the FRS portfolio, being responsible for (but not limited to), investigations, Fraud Risk Management, global fraud awareness, resource planning and training, and stakeholder engagement.

Manage the development (in collaboration with internal and external stakeholders) of new technologies such as automated/digitalised systems that will increase our capability and efficiency to prevent, detect and respond to fraud risks/incidents.

Manage and continuously innovate key components of FRS' Fraud Awareness objectives, such as (but not limited to) Train-the-trainer, E-Learning modules, Whistleblowing Hotline deployment, Fraud Awareness week/ internal conferences/ video productions/ webinars/ podcasts/ online questionnaires, training sessions and FRS' Intranet presence.

Develop investigation strategies and enhance processes enabling the FRS members to conduct diligent investigations in accordance with forensically sound methodologies and practices.

Manage research initiatives focussed on best practices and quality assurance, that would enable FRS to achieve/maintain its desired level of maturity effectively and efficiently (e.g., Benchmarking and External Quality Reviews).

Lead complex fraud investigations in accordance with prescribed local and international requirements.

Manage interviews with stakeholders, perpetrators, and witnesses to gather information and evidence that would be considered admissible under relevant criminal and civil rules of evidence.

Manage the collection of various types of evidence (particularly digital evidence), ensuring the chain of custody for evidence preservation is maintained in accordance with forensically sound methodologies and practices.

Manage liaison with various internal/external legal professionals in instances where investigated allegations are required to progress to civil/criminal proceedings in relevant courts.

Communicate with key stakeholders clearly and effectively during and after an investigation to ensure that all issues are addressed, and remediating actions are fully understood.

Demonstrate continuous awareness to the evolution of the DP World Group, emerging fraud risks, their impact, and the necessary changes this will have on FRS' processes and strategies, ensuring its continuous alignment with the fraud risk profile of the organization.

Manage the Fraud Risk Assessment (FRA) plan, to mitigate key fraud risks within our universe and propose pragmatic recommendations where improvement is required.

Manage and equip Fraud Risk Assessment teams with tools and resources to conduct FRAs.

Serve as a subject matter expert on complex Fraud Risk Assessments to help the concerned team attain optimal results.

Manage delegation of FRS tasks to FRCs and provide on the job training/mentoring as required.

Manage the development process for enhancements that would improve the Case Management System.

Manage the effective implementation of the DP World Whistleblowing hotline across all international locations and identify new initiatives accelerate this process.

Continuously identify ways to streamline and enhance the presentation and reporting process of FRS results (e.g., Investigation reports, Regional/BU update reports, Monthly and Quarterly Audit Committee updates) to its stakeholders.

Manage various administrative tasks, such as (but not limited to) Master Service Agreements (MSA), budgeting, internal procurement management/evaluation, recruitment, resource management etc.

Responsible for the management and leadership of an engaged team, promoting collaboration and ensuring that each is developed and evaluated against goals and objectives which are aligned, specific, measurable, attainable yet challenging, realistic and time bound.

Act as an ambassador for DP World at all times when working; promoting and demonstrating positive behaviours in harmony with DP World's Principles, values and culture; ensuring the highest level of safety is applied in all activities; understanding and following DP World's Code of Conduct and Ethics policies.

Perform other related duties as assigned.

KEY DELIVERABLES:

Your scope will include ALL Business Units of the DP World Group. You will contribute towards the ongoing transformation and successful execution of the following key pillars (i.e., deliverables) of FRS:

Investigations

Global Fraud Awareness

Fraud Risk Management (i.e., Fraud Risk Assessments)

Recruitment and management of Fraud Risk Champions.

Management and deployment of the Whistleblowing hotline.

Essentially, you will ensure the effective execution of FRS' fraud prevention, detection, and response objectives

QUALIFICATIONS, EXPERIENCE AND SKILLS:

QUALIFICATIONS & CERTIFICATIONS

Bachelor's degree in a relevant field.

Post graduate qualification specialised in accounting/law preferred.

Certified Fraud Examiner (CFE) certification preferred.

Certified Internal Auditor (CIA) certification preferred.

Other certifications of relevance (e.g., Compliance, Digital Forensics etc.)

EXPERIENCE

+10 years' experience in Auditing/Fraud Risk Management/ Fraud Investigations.

Experienced in fraud/forensic investigation techniques (e.g., evidence collection and preservation, data privacy, in-depth interviewing, digital forensics etc.).

Experienced in the compilation of complex investigation reports/memos including review, analysis, and verification of evidence.

Experienced in the areas of fraud risk management, auditing, accounting, corporate governance, and financial reporting.

Experienced in the regulatory environment, particularly the impact it may have on investigations.

Experienced and confident presenter, with exceptional presentation skills and style, particularly to top management and large audiences.

SKILLS

Strong written and verbal communication skills. Spoken and written proficiency in English is required; additional languages (such as Spanish) are a bonus.

Highly motivated and proactive with ability to excel under pressure and manage multiple projects effectively.

Strong business acumen.

Present strong leadership and innovative capabilities that will inspire and induce constructive change across the organization.

Ability to manage large teams effectively.

High level of attention to detail and ability to deliver work at the highest degree of accuracy and quality.

Exceptional analytical and problem-solving skills; critical/strategic thinker.

Highly proficient in MS Word, Excel, and PowerPoint presentations.

Exceptional interviewing skills, ability to obtain key information from variety of sources to support investigations.

Ability to communicate and collaborate effectively with stakeholders across various geographies and cultures.

Experienced in conflict management, negotiating, and resolving potential disagreements that may arise.

Ability to maintain independence and objectivity and demonstrate confidentiality in daily activities.

Flexibility to travel (+-30% of travel the time per annum, for short durations +- 2 weeks).

Ability to live up to the FRS & GIA DNA by continuously looking for improvement opportunities

in activities; manages change improvements within departments and team

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