



**Job Role: Fraud Prevention Manager**

**Job Location: Navan (Relocating to Trim in Quarter 4 2019)**

This is a unique opportunity and exciting time to join an award-winning Global Fintech. We have embarked on an implementation of a next generation payments platform. PFS has been at the forefront of the Fintech sector with market leading technology solutions for governments and corporates and now have ambitious plans to expand our business internationally.

The Fraud Prevention Manager will lead a growing team of specialists to monitor transactions and customer accounts for suspicious/fraudulent behaviour or transactions that may violate card scheme compliance. This position will closely coordinate with the leadership of other departments such as IT, Product and Customer Service.

The Fraud Prevention Manager will be responsible for creating a positive work environment in the organization. Critical deliverables will include management reporting, maintenance of a strong control and security environment and implementation of appropriate and improved policies, procedures, productivity measures and quality measures. Additionally, special projects and investigative studies should be conducted to continuously improve the expertise, approach and organization

It will be essential for the successful applicant to develop an understanding of the technology platforms deployed by the business to ensure the compliance and risk management framework and product deployment reflects the relevant systems' capabilities.

The successful candidate will already have experience of Fraud Monitoring in a risk control environment, will thrive in a dynamic work environment, be solutions oriented, possess a keen commercial acumen and have significant drive and enthusiasm to implement risk based, commercially appropriate and regulatory compliant processes.

## Competencies and Key Role Requirements

- Good interpersonal skills and relationship management are essential for dealing with people at all levels.
- Able to demonstrate excellent enthusiasm and leadership and a strong work ethic necessary to succeed in a dynamic, fast-moving and results orientated environment.
- Able to work in a time pressured and dynamic environment with a high degree of accuracy whilst maintaining focus and concentration.
- Ability to build relationships quickly as well as a structured approach to tracking, managing and remediating performance.
- Track record of implementing effective controls across all payments channels to reduce the risk of fraud.
- Deliver high level MI reports to Senior Management within the Risk Department and to the Board.
- Directly work with Regulators and Banking Partners across Europe to ensure PFS are compliant with Scheme rules and regulatory requirements.
- Keeping abreast of relevant European and local regulatory developments from a risk perspective.
- Recommend enhancements in fraud risk processes and assist other business units where required with analysis, oversight, expertise and problem solving.
- Managing risk through KPI's and fraud & chargeback ratios
- Leading the fraud team that monitor Point of Sale, Card not Present and MOTO transactions
- Proven ability of Managing a department within a Risk function.

## Qualifications & Experience

- Minimum of 5-6 years' work experience as a Leader in a financial services environment in the area of fraud prevention
- Must have proven experience in a team leadership capacity
- Payment services experience with specific experience related to card schemes and/or e-money issuance is highly desired.
- Previous experience in the Implementation of risk management programmes in a commercially driven manner.
- Understanding of fraud risk from a regulatory and commercial perspective. (PSD2,5AMLD)
- Good knowledge of the Payment Card Industry Data Security Standards PCI DSS
- Excel proficiency a minimum requirement.
- Professional Fraud related qualification an advantage but not essential