

Apprenticeship (the qualification you'll get)

If you're in Edinburgh, you'll complete a [Level 8 Data Analyst](#) apprenticeship.

If you're in Manchester, you'll complete a [Level 4 Data Analyst](#) apprenticeship.

Job Description (the role you'll be doing)

- To monitor and measure Incident Management and business performance ensuring compliance with regulatory and industry standards, taking corrective action/escalation as required
- Organise and facilitate Post Incident Reviews documenting, allocating and tracking follow through actions to ensure all learning's are implemented by the relevant business areas
- Build relationships outside of the business area with internal partners and externally with suppliers, to resolve issues and incidents, support and influence outcomes and to meet business /customer requirements
- Monitor the efficiency and effectiveness of processes to identify and make recommendations for improvement helping to embed a culture of continuous improvement
- To represent business in Incident Management Services led control groups and to provide an escalation point for service recovery issues
- Assess and understand external fraud risks and controls and undertake analysis to develop prevention strategies to mitigate fraud exposure
- Provide analytical insight to support the successful implementation of strategic business projects
- Build and maintain effective working relationships with internal stakeholders and external vendors to ensure best practice is shared
- Support with the research and development of reports and strategies to identify and support in the prevention internal and external fraud
- Maintain standards ensuring all changes in production are fully tested and are implemented accurately to uphold audit requirements and policy controls
- Regular monitoring of business workflow and output to maximise fraud detection working with analysts to re-prioritise where required to balance loss performance with customer and service risk