

United Kingdom Jobs Expertini®

Risk Insight Manager

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Company: OnBuy

Location: United Kingdom

Category: business-and-financial-operations

Who are OnBuy?

OnBuy are an online marketplace who are on a mission of being the best choice for every customer, everywhere.

We have recently been named one of the UK's fastest-growing tech companies in Deloitte's Technology Fast 50 for the third year in a row (as well as 'Fastest-Growing Tech Business in the South West').

All achievements we are very proud of, but we don't let that go to our head. We are all laser focused on our mission and understand the huge joint effort ahead of us needed to succeed.

Working at OnBuy:

We are a team of driven and motivated people who thrive when working at pace. To succeed at OnBuy you need to take charge and fully own your responsibilities, rolling your sleeves up when needed to 'get it done'. Working at OnBuy you are surrounded by so much opportunity, but you must possess the ability to stay focused and prioritise ruthlessly. Most importantly, you will thrive in an ever-changing environment as we are constantly evolving.

At OnBuy, you're not just a number or another cog in a machine. We are creating something really special, and you have the opportunity to affect meaningful change and have your voice heard.

We are a close team, who have the opportunity to learn and grow as OnBuy evolves. We work in a flexible way, meaning we can prioritise our health and relationships, but when we are working, we graft.

Job overview:

Risk Insight Manager

As the Risk Insight Manager your primary responsibility will be the ongoing development and implementation of the risk strategy as agreed with the Head of Risk and senior leadership team, ensuring that key performance metrics are tracked and measured. The overall objective of this role is to support the Head of Risk in managing and mitigating financial, legal and reputation risks (losses) to the company, which will help in enabling the company to maximise revenue through a balanced risk strategy.

The business will be looking to you to provide captivating, compelling and actionable insight into the current, new and emerging risks faced by OnBuy across both our seller and buyer populations.

Requirements

Seller Risk Mitigation

Monitor, analyse and investigate developing risks across all of OnBuy's sellers.

Collaborate with the business intelligence and development teams to develop a proprietary risk model and rule engine. Continue to apply learnings to this model and develop scalable BAU processes for the wider Risk team.

Buyer Risk Mitigation

Monitor, analyse and investigate transactional data for emerging fraud patterns, including CNP, ATO, Friendly Fraud, Triangulation Fraud and Buyer/Seller Collusion. Develop fraud prevention models and use 3rd party rules engines to mitigate fraud risk. Develop and implement robust and scalable chargeback defences.

Product Compliance & Violations

Monitor, analyse and investigate reports made to the OnBuy Product Violation desk, developing scalable processes for both proactive product compliance, and reactive compliance based on reports from third parties.

Legal Compliance

Monitor, analyse and investigate the OnBuy retailer onboarding and KYB processes ensuring compliance with HMRC requirements for online marketplaces and compliance with DAC7/OECD reporting requirements. Manage the analysis and reporting

processes for the sales of regulated substances (Poisons Act).

Customer Service Escalations

Monitor, analyse and investigate complex Customer Service enquiries that may indicate a wider issue with a buyer or seller.

Experience and Skills:

Essential

- Proven experience in Risk Management.
- Detailed knowledge and direct experience of Buyer risk management.
- Experience querying databases and data repositories using SQL (or related tool).
- Advanced competency in Microsoft Excel including advanced formulas and data modelling.
- Capable of turning data into captivating, compelling and actionable insight.
- Able to communicate effectively with both key stakeholders and external parties.
- Independent, critical and creative thinker.
- Excellent problem-solving skills.
- Enjoys working in a fast-paced, collaborative environment.
- Open, honest & approachable.

Desirable

Risk Management experience with an online marketplace or retailer.

Knowledge and experience using Python and other similar coding tools.

Confident in constructively challenging at all levels.

Detailed understanding of UK consumer law, particularly:

Consumer Rights Act 2015

The Consumer Contracts & Regulations 2013.

Benefits

The salary range on offer for this role is £42,000 - £45,000 per annum, depending on experience.

In return for helping us to grow, we'll offer you company equity, meaning you own a piece of this business we are all working so hard to build.

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