

Head of Fraud Risk Strategy and Operations

Job Title:	Head of Fraud Risk Strategy and Operations
Department:	Finance
Location (primary):	Dubai, London or Singapore

Who are WebBeds?

WebBeds is the fastest growing and most significant accommodation supplier to the travel industry. We are a global company offering ground services (hotels, transfers, tours, activities) to travel professionals. Our products help our partners and customers to create amazing Travel experiences.

Our Products range from a Retail Online platform, Integration Connectivity hub and distribution APIs to name but a few and our systems are 100% cloud hosted processing up to 4.5bn search requests daily We deliver amazing outcomes using leading edge technology through innovative and creative thinking.

WebBeds is a subsidiary of Webjet Limited (ASX: WEB) – an ASX 200 listed company operating a global digital travel business.

What makes us stand out?

WebBeds is the world's second largest accommodation supplier to the travel industry. We are a global company offering ground services (hotels, transfers, tours, activities) to travel professionals. Our products cover our full business needs, from distribution APIs, payment integrations, SAP integration, Data Lakes, User Interfaces, and others. Our search API reach peaks of more than 50,000 request per second, each one with tens or hundreds of hotels. And those numbers are growing every year.

- We are a wholesale global travel organisation
- We have 1500+ people speaking 50+ languages in 120+ cities across 50+ countries
- We partner with over 400,000 properties in more than 14,000 destinations
- We work with more than 44,000 travel companies in 145 source markets
- We have an amazing Technology team focussed on delivering valuable outcomes using innovative tech and creative & lateral thinking.

What will you do on your journey with WebBeds?

How you will make an impact

The Head of Fraud Risk Management/ Director of Fraud Risk Management will develop and implement an effective fraud risk management framework, collaborating closely with all key stakeholders to ensure consistency and alignment in the WebBeds-wide approach to mitigate fraud risks.

We are seeking a highly skilled and dynamic individual to fill the role of Head of Fraud Risk Management/ Director of Fraud Risk Management. The successful candidate will demonstrate strong leadership capabilities, a comprehensive understanding of fraud risk management, and the ability to drive change across various functions within the organization. This position requires strategic thinking, effective communication, and a proactive approach to identifying and mitigating fraud risks within the online travel industry.

Key elements to the role include:

Strategic Fraud Risk Management

- Assess fraud risk landscape within the online travel industry and customer/payment card processing.
- Continuously assess company fraud risk management tools against best practices in the market.
- Define and update key parameters for fraud prevention and detection processes.
- Establish feedback loops and generate reports to support fraud prevention and detection.
- Continually balance risk & quality measures and processes against commercial outcomes and customer service for WebBeds.

Process Development and Training

- Develop best in class departmental fraud processes and procedures.
- Develop tailored training programs for department members.
- Collaborate with key stakeholders to increase fraud awareness and foster a company-wide fraud prevention culture.

Operational Fraud Risk Management

- Maintain fraud risk management tools and systems.
- Lead special investigation teams reviewing and investigating anomalies and alerts on a 24/7 basis.
- Manage and mentor teams and foster a continuous improvement culture.
- Communicate with relevant third parties, including customers and suppliers, as needed.

Cross-Functional Coordination

- Liaise with key departments (e.g., IT, Finance, Operations, Sales, Contracting, Risk Management, Internal Audit) to drive improvements in fraud prevention and detection.
- Define project lists and priorities, monitoring progress towards implementation.

Fraud Response, Reporting and Analysis

- Ensure timely and coordinated responses to identified fraud cases.
- Maintain a comprehensive tracker of all fraud cases.
- Conduct root cause analysis and assess financial impacts of fraud incidents.
- This role will be responsible for the WebBeds Fraud Risk Management budget.

The skills we would love to see in your suitcase!

- Bachelor's degree in technology, finance, or an equivalent field.
- In depth knowledge of risk management frameworks and assurance.
- Broad understanding of business and fraud risk, particularly within the online travel industry.
- Experience in developing and implementing fraud prevention strategies.
- International experience, dealing with fraud prevention & risk strategies across multiple locations.
- Proven track record of successfully implementing fraud prevention initiatives.
- Experience in project management and cross-functional collaboration.
- Strong ability to assess needs among stakeholders and drive changes across different functions.
- Willingness to leverage data and technology to enhance fraud prevention efforts.
- Excellent team coordination and leadership skills.
- Effective communication and negotiation skills.
- Analytical mindset with the ability to interpret complex data and draw actionable insights.
- Willingness to travel to support various regional locations.
- Fluent English communication skills, both written and oral

Why choose us as your next destination?

We are proud of our dedicated team of friendly, energetic & passionate professionals. Our people are key to the success of our business & everybody at Webbeds has their own unique role to play as we continue to drive the company forward.

Over 50 different languages are spoken by our workforce, but whether working from offices in Dubai or London or out in the field in Johannesburg or Buenos Aires, we all share the common goal to take pride in what we do & to deliver our partners with unbeatable service & support.

- International highly skilled group of experts from all around the globe 🌐
- Dynamic environment with the chance to grow, influence & impact change ⚡
- Disruptive, fast-growing market leader within travel & endless possibilities 📁
- Culture built on collaboration 🤝 empowerment and innovation 💡

Click for more information about life at WebBeds : <https://vimeo.com/448790131>

Find out more about the WebBeds business at www.webbeds.com