
JOB DESCRIPTION

Job Title: Business Card and Fraud Specialist

Grade: D

Department: CAF Bank

Main purpose of job:

Work with the 'Cards Product Owner & Service Delivery Manager', Bank Product Manager and Card and Fraud SME to ensure that Card Products within CAF Bank remain compliant with required regulatory, industry and service standards.

Support the maintenance of effective primary business relationships with Mastercard and all other third-party service providers and provision of an active second line of support to the CAF Bank operations team.

Responsible for providing support and guidance to the Financial Intelligence Team in relation to all fraud types and trends to support the continual development and improvement of operational systems.

Responsible for tracking outcomes and conducting root cause analysis of fraud cases to ensure that the Bank's exposure to fraud risk is on track, in line with operating plans and budgets and make recommendations to address gaps or evolving fraud trends.

Responsible to: Cards Product Owner & Service Delivery Manager

Budgetary responsibilities: None

Responsible for (staff/jobs): None

Key relationships - Internal

- Project delivery teams
- Fraud team

Key relationships – External

- Card Processing Provider – currently FIS
- Card scheme – currently Mastercard

Key Job Responsibilities:

- Complete any duties and responsibilities which are commensurate with this role, as required to ensure the smooth and efficient running of the Bank.

BAU Service Delivery & Business Service Management

- Work closely with Cards Product Owner & Service Delivery Manager to support the activities of the Cards Team including the identification of changes to the Bank's Business Card and other operational systems
- Act as SME for incidents impacting Business Card operations, coordinating resolution across Mastercard, FIS, IT, FIT Fraud, and Customer Service Teams
- Act as point of expertise for CAF Bank management and operational colleagues.
- Support the development across CAF of a culture of high performance and alignment with achievement of operating plans.
- Coach and develop colleagues and team members as required to enhance an understanding of card processing and fraud mitigation.
- Support, timely MI and reporting to input to CAF Bank's delivery portfolio reporting shared in formal governance.
- To embrace and perform duties to achieve Good Customer Outcomes in line with the FCA Consumer Duty Standards.
- Maintain active contact with Customer Service Teams to proactively identify issues and deliver awareness training on Business Card service components
- Fulfil requests for ad-hoc management information analysis

Fraud Management & Security

- Maintain full awareness of fraud mitigation across all card and fraud delivery components at system security and transactional/operational process levels.
- Collaborate with FIT Fraud Team to develop and deliver effective fraud mitigation for all payment channels within the delivery ecosystem.
- Monitor and maintain effectiveness of Bank tools for fraud prevention, for instance Memento rules, velocity limits, ATL limits, and 3DS authentication protocols.

Card Product Risk Management

- Balance multiple risk types in card delivery: fraud, customer experience, third party management, and operational risk
- Support end-to-end reviews of card processing risk and ensure risk mitigation is embedded in card transaction processing

Change & Project Management

- Plan and deliver small changes with CAF Bank Teams, evaluating customer impact, conducting risk and compliance assessments, and assessing fraud risk implications and contribute as a Subject Matter Expert to the delivery of larger projects

- Identify when external expertise is required.
- Support the required user acceptance, operational and other testing for the delivery of both card and non-card centric changes which impact this role.

Regulatory & Scheme Compliance

- Understand implications of relevant Mastercard Regulations and Announcements for CAF Bank
- Understand implications of UK regulatory requirements from a cards and fraud perspective

Third Party Service Management

- Actively participate in regular service management meetings with FIS;
- Maintain operational day-to-day contact with third parties including initiation and management of support tickets in response to business needs
- Complete any other duties and responsibilities which are commensurate with this role, as required to ensure the smooth and efficient running of the Bank.

CAF Values and Behavioural Indicators

The CAF Values and Behavioural Indicators set out in a transparent and consistent manner the explanation of the performance expectations of all CAF People. Through the use of common language and common standard, it combines a set of behaviours with the required technical skills and knowledge needed to effectively perform in any given role in CAF. This is used for the assessment, management and development of performance of all our people across CAF.

Please refer to the link: [CAF values and indicative behaviours](#) for the CAF Values and Behavioural Indicators.

Dated: February 2026

PERSON SPECIFICATION

Job title: Business Card and Fraud Specialist

Date: February 2026

Attributes	Essential ✓	Desirable ✓	How Evidenced [†]
Experience <ul style="list-style-type: none"> • Strong track record in a financial sector role, ideally including a solid grounding in a retail banking environment, preferably in the UK financial services industry. • Direct experience of bank card products as a card issuer, including working with card processors, card schemes and a thorough understanding of the mitigation of fraud and risk through card chip, product features and operational design. 	 ✓ ✓		A/C
Qualifications <ul style="list-style-type: none"> • Professional qualification (ACIB or equivalent) or be able to demonstrate industry awareness, ability and understanding to this level • A-Level standard of numeracy and literacy. 	 ✓	 ✓	A/C/E
Training <ul style="list-style-type: none"> • Risk management awareness including AML • FCA, PRA, Banking Industry and Ombudsman awareness • Presentation skills • Project management awareness • Customer service 	 ✓ ✓ ✓ ✓ ✓		A/C/T
Specialist Skills/ Ability/Knowledge <ul style="list-style-type: none"> • Excellent understanding of the Financial Services Market, including Regulatory and Compliance requirements • Detailed understanding of the development and delivery of Card Products including <ul style="list-style-type: none"> ○ Card scheme (MasterCard) requirements ○ Card CHIP requirements ○ Card Processing ○ Card Fraud mitigation • Knowledge of payment processing systems, card networks (e.g. Visa and Mastercard). • Knowledge of external fraud prevention tools e.g. CIFAS • Analytical skills • Project Management awareness • Excellent communication both written and verbal with peers, stakeholders, internal and external relationships. • Knowledge of software such as Word and Excel 	 ✓ ✓ ✓ ✓ ✓ ✓ ✓	 ✓	C/T
Communication <ul style="list-style-type: none"> • Excellent communication skills combined with experience of successfully presenting complex operational issues to audience groups with varying depth of understanding. • Presentation skills (written/verbal) to small and large groups. 	 ✓ ✓		C
Personal Qualities			

<ul style="list-style-type: none"> • Sound organisational, planning and management skills. • The ability to work without close supervision and drive workload based on the requirements of the job role • Ability to deliver work to challenging standards of time, cost and quality. • Effective stakeholder management experience. 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 		C
<p>Prior to Appointment</p> <p>All posts:</p> <ul style="list-style-type: none"> • Credit Check • Dow Jones Check • Basic DBS Check • Employment References • Medical Clearance • Right to Work in the UK <p>FCA Approved Posts:</p> <ul style="list-style-type: none"> • Standard DBS Check 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ 		R/E

Key

R = References, **E** = Evidence/Certificates, **A** = Application, **C** = Competency Interview, **T** = Testing/Assessment