

FRAUD ANALYST

Who we are?

Named as one of Australia's Top 5 employers with under 100 employees, for the last 5 years OnDeck has grown to become one of Australia's largest locally owned online small business lender's.

At OnDeck, we are changing the way business owners borrow money by combining our passion for small business with cutting-edge technology. We evaluate businesses based on their actual performance, using real time data which enables us to say "yes" more often, to more business owners, faster than traditional lenders. We have helped thousands of small business owners across Australia access short term, unsecured finance to drive their business growth and enable more opportunities.

Position Summary

We are seeking a commercially-minded Fraud Analyst to join our Fraud Operations team. This is a specialist decisioning role that combines investigative expertise with strong judgment and profitability oversight. The successful candidate will be the first escalation point for complex fraud cases, provide SME guidance to the operational team, and support senior management on strategic fraud prevention initiatives. They will also identify patterns from manual investigations and recommend ways to translate these insights into automated rules, helping to scale and strengthen fraud detection across the business.

This role is critical in making profit-maximizing fraud decisions across all lending operations.

Primary Responsibilities

- Act as the primary escalation point for complex fraud cases and high-value fraud cases, including broker and network-linked activity
- Apply judgmental decision-making across high-value and complex applications, balancing risk and revenue to protect profitability
- Conduct detailed fraud investigations including document analysis, financial statement review, credit bureau assessment, and behavioral pattern analysis
- Lead and mentor fraud roles, providing guidance and oversight on investigative processes
- Ensure consistent application of fraud processes, and internal controls across the team
- Collaborate with law enforcement, regulatory agencies, and internal stakeholders to identify and mitigate emerging fraud risks
- Prepare detailed investigation reports and insights to inform decisioning and strengthen fraud prevention frameworks
- Contribute to the development and continuous improvement of internal fraud detection tools and investigative methodologies
- Participate in cross-functional projects related to fraud risk, analytics, and preventative control design
- Provide ad hoc analysis and support for strategic fraud initiatives as required

Experience & Skillset Required

Experience & Qualifications

- 1-3 years of experience in fraud investigation, financial crime or underwriting within financial services or law enforcement
- Experience applying cost-benefit principles within a fraud context
- Strong exposure to document fraud, identity fraud, financial misrepresentation, and network-linked activity
- Experience reviewing financial statements, credit bureau data, and verification documentation
- Exposure to regulatory reporting or law enforcement engagement highly regarded
- Bachelor's degree in Finance, Statistics, Law, or related discipline

Skills & Competencies

- Strong analytical and investigative mindset with high attention to detail
- High-quality judgment and independent decision-making
- Excellent written and verbal communication skills for reporting investigation findings
- Collaborative, with the ability to mentor and lead team members
- Comfortable working in a fast-paced environment with competing priorities
- Proficiency in fraud detection systems, data analysis tools, and reporting software
- Commercial acumen with the ability to assess fraud risk in the context of business objectives and recommend practical solutions

Why Work for OnDeck

Where do we begin? There's plenty of reasons we've been named an Australian Top 5 Employer four years running!

To name a few, at OnDeck, you will:

- Literally change the landscape of small businesses one conversation at a time!
- Have a meaningful impact on the company's future, and share in the rewards accordingly
- Work in an inclusive, fast-paced environment

What we offer you:

- An open-minded, collaborative workplace, which will both challenge you and celebrate your work.
- Hybrid Work Model – option to work from home 1 day per week
- Fully stocked kitchen with snacks and drinks

ondeck

The fast lane

- Regular team building events
- Ongoing health & well-being initiatives
- Great CBD location