

ROLE PROFILE



Role title:	Claims Team Lead	Responsible to:	Head of Claims Handling
Division:	Member Protection and Support	Department:	Claims Handling
Direct Reports and Level:	Approx. 10-12 direct reports of Claims Handlers (combination of Claims Managers and Claims Assistants)	Scope:	UK Claims Handling
		Scale:	Approx. 10 - 12 People £X Budget
		Regulated Function(s) Held:	No
Evaluation Level	Implement, Level 1	Role Family	Business and Operational Services

Overall Role Purpose

The purpose of the role is to provide strong direct and indirect operational leadership across claims handling to ensure delivery of an excellent claims handling service for members which is trusted and valued, provides fair treatment and outcomes whilst optimising the performance against service levels, efficiency and effectiveness of the team. The role will be required to work with key stakeholders and encourage collaboration across MP&S to optimise the full claims handling journey for members.

Accountabilities (RACI)	Measures of Success/KPIs
<p>Operational Leadership</p> <ul style="list-style-type: none"> Have direct leadership of a Claims Handling team and support in leading wider Claims Handling to support the delivery of the departmental and Divisional strategy and priorities, divisional performance and leadership of employees to reinforce the desired culture Lead the performance of the team and wider Claims Handling against required key performance targets, quality standards and financial targets ensure an effective Claims Handling service Collaborate with leaders across wider MP&S including leaders in Case Handling, Governance and the international Claims Handling teams to ensure an optimum service is being provided with best practice implemented across all teams involved in Claims Handling. Establish escalation routes for technical matters ensuring timely and quality outcome; use such opportunities to coach and develop our people to deliver in accordance with governance, policy and process, delivering positive outcomes for the member and membership fund. Perform and comply with all required leadership routines to a high standard to deliver high performance 	<ul style="list-style-type: none"> Delivery of Claims Handling operational plan vs plan Operational performance Vs plan Delivery of leadership routines
<p>Financial</p> <ul style="list-style-type: none"> Own the setting of team budgets and deliver to budget through spend governance and ensuring the effective and efficient performance of the team Own the setting of overall department resource models and plans through forecasting and trend analysis of the key drivers to optimise productivity, service KPI's and quality standards. Lead the team to minimise case and claims costs by proactively managing team performance and challenging costs and invoices from all third party spend, leading discussions with third party panels as required to enable this. 	<ul style="list-style-type: none"> Operational budget Vs Plan Operational performance (KPIs) Vs plan Performance against relevant cost objectives
<p>Member</p> <ul style="list-style-type: none"> Manage informal complaints escalated within the team in accordance with policy standards ensuring fair outcomes for members, the membership fund and use all learning as coaching opportunities for team members Lead the Claims Handling teams to continuously improve ways of working and contribute to divisional / MPS-wide continuous improvement projects aimed to drive operational efficiency and great member experiences and outcomes Lead the team to ensure fair treatment and outcomes for members and compliance with associated policies and standards set out by Council, its committees and delegated authorities. 	<ul style="list-style-type: none"> Net promoter score Member feedback Member Experience Scores Outcome and Quality Assurance scores / compliance testing and internal audit scores

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<ul style="list-style-type: none"> Analyse member feedback, complaints, outcome and quality assurance testing and other operational performance metrics to inform plans to improve the service we provide for members 	
<p>People</p> <ul style="list-style-type: none"> Lead the team to ensure the training, competence, performance and engagement of the team ensuring all employees have clarity of their accountabilities, comply with relevant governance, policies and processes and embrace the MPS values. Build a strong pipeline of talent and succession across Member Protection and Support for the benefit of MPS which will mitigate workforce planning risks and maximises the performance and potential of employees and which enables a diverse talent pool Coach and mentor colleagues both within own team and support learning interventions as part of the Academy to maximise the potential of all colleagues and the quality of our service to members. Create and champion an environment which is inclusive of all backgrounds and where colleagues feel able to bring their true selves to work. 	<ul style="list-style-type: none"> Engagement Index Vs Benchmark Leadership Index Vs Benchmark Inclusion Index vs Benchmark Strong Talent and Succession Plans People Metrics – attrition, absence Technical Development frameworks
<p>Risk</p> <ul style="list-style-type: none"> Create an environment where the Claims Handling teams recognise the importance of risk identification and management Support the establishment of appropriate business processes and controls and manage the team adherence to ensure claims handling within risk appetite; comply with policies and regulatory requirements (as applicable). In accordance with the Training and Competence Schemes, undertake first line of defence quality monitoring of team members to ensure compliance with governance, process and fair outcomes for members; use results to coach for improved performance Work with Outcome and Quality Assurance to ensure a risk-based approach to Outcome and Quality Assurance testing, take all learnings and coach the team for improved performance or influence for policy / procedural improvement, as required Comply with applicable professional ethical guidance and all relevant internal policy and procedures, including those relating to health and safety, data protection, IT security and all those contained within the staff handbook. Adheres to the business rules relevant to the role, which are subject to change from time to time. 	<ul style="list-style-type: none"> Risk & Control Self-Assessments Audit Actions Risk register External audit outcomes Quality monitoring outcomes / compliance to Training and Competence Scheme Outcome and Quality Assurance results

<p>Responsibilities (RACI)</p>
<ul style="list-style-type: none"> Input into the 'Academy' and continued development of technical development frameworks and learning material – identifying training requirements and coordinating regular scheduled training sessions Champion cultural and strategic changes taking place across the business Undertake other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.

<p>Key Governance Responsibilities</p>
<p>N/A</p>

Leadership Framework Competencies	Level
Fresh Thinking	Leading Others
Building Capability in Self and Others	Leading Others
Influencing Others	Leading Others
Collaborating for Results	Leading Others
Leading Self and Others	Leading Others
Commercial and Risk Thinking	Leading Others

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	Knowledge and Qualifications	Skills	Experience
Essential		<ul style="list-style-type: none"> • Coaching • Managing internal and external stakeholders and building quality partnerships • Resource planning and productivity management • Change management and continuous improvement • Operational management performance 	<ul style="list-style-type: none"> • Strong leadership and people management experience in multi – disciplinary teams • Strong operational management experience • Strong customer service / member management background
Desirable		<ul style="list-style-type: none"> • Third Party service delivery • Lean (green belt or equivalent) / root cause analysis trained • Budget management 	<ul style="list-style-type: none"> • Insurance / regulatory environment • Experience of working with global teams