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| **Role title:** | Claims Assistant (student placement ) | **Responsible to:** | MCM |
| **Division:** | MP& S | **Department:** | Triage |
| **Direct Reports and Level:** | none | **Scope:** | To support a Group Action Team - UK only |
| **Scale:** | N/A |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Core | **Role Family** | TBC |

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| **Overall Role Purpose** |
| To provide data analysis and administration support to a specialist team within the Triage function that is dealing with a potential group action. The post holder will liaise with claimant solicitors, third parties and internal teams to drive data collection and assist in developing strategies for the efficient handling of these cases. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s**  *Delete and amend as appropriate* |
| **Operational**   * Ensure that the Triage Team has accurate, up to date and complete claims data to enable them to fully evaluate claims issues and develop appropriate handling strategies * Understand, analyse and identify data trends that support the development of action plans that ensure effective management and resolution of claims * Provide general admin support to the triage team to ensure a streamlined service to enhance member experience * Support the delivery of MP&S strategy to planned cost and quality | * Exception reporting and audit * Divisional plan delivery v plan * Feedback and data integrity |
| **Financial**   * Ensure that all spend is managed within organisation policy reporting on variance to budget to the MP&S leadership team | * Operational budget V Plan |
| **Member**   * Support the Triage team to ensure fair treatment and outcomes for member and compliance with policies and standards set out by Council, its committees and delegated authorities. * Support the Triage team in identifying opportunities for continuous improvement to drive operational efficiency and great member experiences and outcomes | * Net promoter score * Member feedback |
| **People**   * Take personal accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, policy standards and processes. | * Delivery of Personal Development Plan to plan * One to one / performance review meetings Vs Plan |
| **Risk**   * Identify and report risks and issues identified within MP&S and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues. | * Risk & Control Self- Assessments * Audit Actions |

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| **Responsibilities (RACI)** |
| *To work as part of a team,* to gather, record and provide analysis of data to assist with the efficient handling of a group of claims.  To *undertake other duties and tasks that from time to time may be allocated to the jobholder and that are appropriate to the grade or role.* |

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| **Key Governance Responsibilities** |
| * N/A |

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| **Leadership Framework Competencies** | **Level**  *(Select the appropriate level from Leadership Framework document – details can be found on the intranet)* |
| Fresh Thinking |  |
| Building Capability in Self and Others |  |
| Influencing Others |  |
| Collaborating for Results |  |
| Leading Self and Others |  |
| Commercial and Risk Thinking |  |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Part completed law degree or equivalent * Some knowledge of using Word and Excel | * Good keyboard skills * Excellent written and verbal communication skills * Ability to perform analysis of volumes of data * Ability to work to deadlines |  |
| **Desirable** |  |  | * Previous admin role experience * Experience of team working |