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| **Role title:** | Applications and Administration Adviser - International Services | **Responsible to:** | Team Leader - International  |
| **Division:** | Business Development and Engagement | **Department:** | Direct Sales and Service |
| **Direct Reports and Level:** | No direct reports | **Scope:** | Direct Sales and Service – International Services  |
| **Scale:** | N/A |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Core 2 – Tier 3 | **Role Family** | Business and Operational Services  |

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| **Overall Role Purpose** |
| The Direct Sales and Service division provides excellent contact centre services for members which is trusted and valued and provides fair treatment and outcomes. The purpose of the role is to facilitate the timely processing of new International member applications and to assist with other member data administration tasks relating to members who practice outside of the UK & Ireland. This includes South Africa, New Zealand, Singapore, Hong Kong, Malaysia and the Caribbean and Bermuda |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Efficiently and accurately manage all aspects of new member applications enabling “easy to do business with” application management and successful on-boarding, including the following tasks:
	+ Update the application tracker
	+ Check the application for any missing information and liaising with the applicant or local scheme to request the missing information
	+ Review the application form, creating quote
	+ Refer the application to Senior adviser if necessary
	+ Reference rate sheets and MAPS to ensure membership fee quoted is accurate, including any pro-rated annual fees and discounts
	+ Communicating outcome of application to member and completing set up of member record on MAPS database
	+ Set future dated tasks to follow up on requests for more information if this has not been received.
* Complete other member administration duties when there is capacity to do so, such as
	+ Grade changes
	+ Contact detail updates
	+ Payment allocation
	+ Data integrity work
	+ Renewal document mailing (physical or virtual)
* Liaise with Schemes / in-country partners and any other third parties where appropriate during the processing of membership applications as necessary
* Carry out various administration tasks on an ad hoc basis such as payment allocations, grade changes and membership information system changes notified by reports
 | * Performance vs Service Level agreement
* Individual measures including Quality Audits, Adherence and Compliance
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| **Financial*** Promote cost saving efficiency within the department and to our stakeholders by adopting a culture for continuous improvement
* Ensure that where appropriate, payable membership fees are included on membership confirmation emails, along with details of how to make payment.
 | * Operational budget Vs Plan
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| **Member*** Take ownership of member applications and associated enquiries – acting as a “member champion” - to manage them through to earliest possible
* Provide a high standard of member engagement/care/excellence skills to provide quality member experience on every interaction
* Act as SME for complaint/dispute resolution of escalated complaints relating to Applications.
* Ensure that the membership database is updated correctly in order to reflect each individual member’s circumstances in response to the information received, whether that be directly from members or via Schemes or in-country partners who help to administer International members on behalf of MPSEnsure any expression of dissatisfaction is reported in line with root cause analysis and continuous improvement requirement
* Promote advocacy by the reinforcement of MPS products and services to existing, new and prospective members.
 | * Monthly quality audits
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| **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.
* Proactively engage with other team members, promoting a positive team environment
* Proactively engage in people processes e.g. 121s, team meetings
 | * Achievement of Personal Development Plan goals (where in place)
* One to one / performance review meetings
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| **Risk*** Identify and report risks and issues identified within Direct Sales and Service and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues.
* Comply with all audit and regulatory/legislative policies, procedures and regulations.
* Comply with applicable professional ethical guidance and all relevant internal rules, policy and procedures, including those relating to Health and Safety, Data Protection, IT Security and all those contained within the issued Staff Handbook
 | * Risk & Control Self- Assessments
* Audit Actions
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| **Responsibilities (RACI)** |
| * Achievement of applications and administration SLA (90% worked in 3 days)
* Contribution to other team/department objectives/corporate objectives as appropriate
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| **Key Governance Responsibilities** |
| None |

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

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * A minimum of two GCSEs or equivalent (Grade A-C) including English language and mathematics
 | * Excellent verbal, written and interpersonal skills, able to demonstrate empathy and manage difficult conversations, particularly when communicating with members for whom English may not be their first language
* Strong attention to detail
* Competent in computer / system use including Outlook, Excel and Word

Good numeracy skills and understand of currency conversion | * Customer service / member management
* Experience of working in a team environment.
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| **Desirable** | * Knowledge of Medical and Dental terminology.
 | * Awareness of cultural differences that need taking into consideration when dealing with members in different parts of the world
* Desire to expand skillset to encompass broader understanding of the complexities of different International country membership.
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