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| **Role title:** | Business Development Executive (Partnerships – Account Manager) | **Responsible to:** | Business Development Manager - Regional Markets - UK |
| **Division:** | Business Development and Engagement | **Department:** | Business Development and Segment Planning |
| **Direct Reports and Level:** | None | **Scope:** | Global |
| **Scale:** | 0 People  0 Budget  Circa £m of income |
| **Regulated Function(s) Held:** | Yes |
| **Evaluation Level** | Implement 2 | **Role Family** | Sales, Marketing and Communications |

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| **Overall Role Purpose** |
| MPS Partnerships is the business-to-business channel for MPS via which it delivers bespoke solutions for healthcare organisations (medical and dental) across the world. The purpose of the role is to support the provision of MPS Partnerships clients with indemnity (discretionary / insurance) and non-indemnity based solutions that meet their changing needs. The role will do this by executing account management strategies designed to optimise client acquisition, retention, satisfaction, and brand engagement whilst providing the organisation with insight as to the present and future needs of the B2B markets we operate in. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Service Delivery**   * Ensure clients receive excellent services and product solutions that are appropriate to their needs whilst delivering operational efficiency and a responsible approach to risk for the group. * Proactively manage client accounts in accordance with process and regulatory requirements (where appropriate) ensuring required account actions are delivered on time and within agreed SLAs. * Manage all client administration; maintain accurate contact records; draw up and issue contracts in a timely manner; ensuring accounts settled within specified timescales and coordinate the processing of mid-term adjustments and group joiner/ leavers. * Support regional colleagues in ensuring effective delivery of global B2B acquisition and account management in line with regional segment plans. * Liaise with Underwriting and Pricing colleagues to support the quotation process; acting as the interface between these departments and the client to enable fair risk assessment and subscription setting. * Support assigned Business Development and Segment Planning projects affecting MPS wide initiatives. | * Delivery of individual objectives * Client feedback * Colleague feedback |
| **Financial**   * Work with other Business Development and Segment Planning leaders to deliver the activity plans within budget. * Manage all spend within organisation policy, reporting any variance to the line manager prior to any commitment to spend. * Ensure all spend against budget is promptly and appropriately logged against the correct budget code.   Ensure that any added value benefits provided to clients are appropriate to the income level received and deliver return on investment. | * Operational budget Vs Plan * Retention income Vs plan |
| **Member/ Client**   * Manage informal complaints / expressions of dissatisfaction to achieve first touch resolution for our members/ clients and in accordance with policy standards and process ensuring fair outcomes * Seek opportunities to continuously improve ways of working and meeting client needs. * Contribute to team, department and divisional continuous improvement projects aimed to improve operational efficiency and client experience. * Monitor and provide robust challenge of emerging risks and issues arising from changing market needs, internal processes and products which fail to deliver appropriate and consistent outcomes for clients or are likely to have a material adverse effect on the Group, its operation or financial security | * Client feedback * Complaints outcomes * Colleague observation feedback * Outcomes of ongoing insurance monitoring / audit findings |
| **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. * Build key relationships with internal and external stakeholders as necessary, liaising with internal colleagues to enhance quality service and outcomes for clients * As own competence develops actively share learnings, knowledge and best practice across the organisation. | * Delivery of Personal Development Plan to plan * One to one / performance review meetings Vs Plan * Completion of regulatory CPD and training requirements |
| **Risk**   * Identify and report risks and issues identified within Business Development and Segment Planning and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues. * Adhere to appropriate business policies, processes, controls and regulatory requirements (as applicable) to ensure business risk is directed to the appropriate product and within appetite. Challenging scope of appetite where sufficient business justification to warrant consideration. | * Insurance audit outcomes * Appropriate reporting and escalation of identified risks |

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| **Responsibilities (RACI)** |
| * Provide cross team and departmental support and co-ordination where required to ensure strategic B2B acquisition, engagement and retention objectives are met and service standards are maintained. * Support decision making in key internal meetings by representing the client voice. * Maintenance of appropriate client records to ensure optimum service delivery to client and support accurate and fair internal decision making in relation to business activities across the organisation impacting the client. * Role model a culture of commerciality across all areas of the role to drive operational effectiveness and efficiency whilst also delivering great client experiences and outcomes. |

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| **Key Governance Responsibilities** |
| * Complete 15 hours of insurance CPD per year |

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| **Leadership Framework Competencies** | **Level** |
| 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** | * Sound grasp of account management and commercial principles * working with figures (GCSE in mathematics) | * Stakeholder and relationship management * Ability to work collaboratively and influence across organisations/ functions/ levels to develop pragmatic solutions * Skilled communicator * Provide the right level of gravitas to the given situation across a range of mediums, challenging in a positive and appropriate way * Strong administration and organisational skills * Results orientated focus * Ability to manage own workload and time effectively | * Working in a targeted, customer facing or business development role in a relevant area * B2B background * Implementing activity plans and achieving targets * Customer led delivery |
| **Desirable** | * Insurance qualification * Business qualification * Understanding of medical indemnity and insurance and MPS (including how the organisation operates, its markets, goad and the work of individual departments) |  | * Sector knowledge (health indemnity/ professional support/ insurance) * Presenting to clients * B2B financial/ insurance services * Working with a CRM system |