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| **Role title:** | International Legal Costs Consultant | **Responsible to:** | Head of Legal Costs |
| **Division:** | Member Protection & Support  | **Department:** | Legal Costs  |
| **Direct Reports and Level:** | None | **Scope:** | All MPS Claims / Cases related legal Costs within relevant jurisdiction/s |
| **Scale:** | Legal costs in defined country |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level:** | Implement, Level 2 | **Role Family:** | Legal |

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| **Overall Role Purpose** |
| The Member Protection and Support Division is at the forefront of protecting the careers, reputation and financial risk of our members worldwide. This role supports the overall function which provides a legal costs service to MP&S which is trusted and valued, efficient and effective and to ensure positive outcomes for the member and membership fund. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational** * Support the development and delivery of the MP&S strategy to plan, cost and quality.
* Drive service standards on Legal Costs in the relevant jurisdiction, delivering on the required KPI’s and financial targets.
* Provide insight and share knowledge with internal stakeholders on relevant in country developments that may influence the strategic direction of Legal Costs.

 | * Corporate Strategic priorities Vs plan
* Division Plan delivery Vs plan
* Delivery of projects to plan
* Financial performance Vs plan
* Operational performance (KPI’s) V plan
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| **Financial*** Support the Legal Costs team to internalise work and reduce the use of external third-party legal costs experts (including Costs Consultants and Barristers) ensuring a cost effective and efficient service in accordance with Contractual Terms.
* Support the Legal Costs team to reduce the financial expenditure of MP&S in relation to external spend; Claimant Costs and Legal Spend, negotiating on costs from third parties.
* Manage all spend within organisation governance and policy reporting on variance to budget to department leaders.
 | * Plaintiff costs paid vs plan
* Defence costs paid to external panel vs plan
* Fees paid to external legal costs service providers vs plan
* Third party costs on Cases vs plan
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| **Member*** Support the management of legal costs to ensure fair treatment and outcomes for members and compliance with associated policies and standards set out by Council, its committees and delegated authorities.

Support a culture and capability in Lean / continuous improvement to drive operational efficiency and great member experiences and outcomesUse Member Experience insight within the relevant jurisdiction to support strategy and plans that ensure teams put the membership first. | * Net promoter score
* Complaints / root cause analysis
* Member feedback
* Operational Metrics Vs SLAs
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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.
* Build key external stakeholder relationships to ensure effective negotiation in the reduction of Legal Costs
 | * Strong Talent and Succession Plans
* Compliance with Training and Competence Schemes
* Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs P
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| **Risk** * Identify and report risks and issues identified within Legal Costs to enable resolution and mitigation of potential impact on MPS, members and colleagues.
* Adhere to business processes and controls which are in place to manage the Department within risk appetite; comply with policies and regulatory requirements (as applicable).
* Make key decisions on negotiation and settlement of legal costs, using judgement on the appropriate approach to costs resolution and escalating when costs go beyond own Claims Management Authority level.
 | * Risk & Control Self- Assessments
* Audit Actions
* QA Outcomes
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| **Responsibilities (RACI)** |
| * Working as part of a collaborative global team, manage a caseload of claims for costs at various stages of development, prioritising as required.
* Act on behalf of the organisation on the assessment of the costs, or other appropriate method of negotiation of costs and prepare and present any relevant submissions required
* In conjunction with the team, investigate and analyse facts, law and quantum early, and devise and implement effective strategies to move claims for costs to resolution.
* Keep knowledge of costs law and procedure within the relevant jurisdiction up to date, and work to develop costs handling expertise, both individually and for the department as a whole.
* Meet all applicable CPD requirements.
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| **Key Governance Responsibilities** |
| TBC – governance forums within MP&S and wider MPS |

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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 Others |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking | Leading Self  |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| Essential | * Professional legal or financial qualification or education to degree level (or equivalent experience)
 | * Ability to work independently
* Ability to work well with internal and external stakeholders
* Critical thinking and analysis
 | * Experience of working both independently and part of a team
* A background of working either within either the financial or legal sector
* Commercial and risk awareness
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| Desirable | * Experience of costs in relevant and other jurisdictions
 | * Advocacy
* Technical expertise in legal costs
 | * Admission to relevant regulatory body (if appropriate) and/or relevant legal qualification for jurisdiction
* Experience of dealing with Defendant clinical negligence costs disputes and assessment of Bills
* Significant experience of handling own case load
* Detailed knowledge in all aspects of the assessment of costs process within relevant jurisdiction
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