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| **Role title:** | Complaints Specialist | **Responsible to:** | Complaints Lead |
| **Division:** | Operations | **Department:** | Member Cases and Claims |
| **Direct Reports and Level:** | No direct reports | **Scope:** | Complaints services across MPS provided to members globally |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement, Level 2 | **Role Family** | Member Sales Service & Advisory |

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| **Overall Role Purpose** |
| The purpose of the role is to investigate member complaints to a high standard by providing fair and timely complaint outcomes following thorough and evidence-based investigations. To enable the continuous development of a successful complaints function which is trusted, valued and provides fair treatment and good outcomes for members. The role will support complaints management best practice across the organisation. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Service Delivery**   * Proactively manage the complaints process, ensuring all complaints are recorded, managed and resolved in line with quality standards and productivity measures * Deliver on operational metrics, ensuring maximum efficiency is achieved whilst providing feedback on trends identified to allow for continuous improvement * Analyse and identify trends in complaints to allow for continuous improvement in team service offering and organisational capability * Ensure third-party stakeholder requirements are met, considering member experience and commercial and risk considerations * Support and embrace change programmes to maximise efficiency, quality, performance and capability of the function * Contribute to team engagement and develop cohesive working relationships across all business areas to drive improvement * Be a point of contact and the technical expert on all escalated complaints, including those to Executive level | * Operational performance (KPI’s) V plan * Stakeholder feedback * Delivery of objectives * OQA outcomes |
| **Financial**   * Demonstrate correct use of financial redress offerings on complaint resolution, ensuring offers are proportionate to the complaint outcome and rational is evidenced * Support the development and on-going management of operational metrics which drives for an effective and efficient Complaints function | * Redress amounts Vs plan * Redress within individual limits |
| **Member**   * Ensure that all complaint handling process and procedures are driving towards good member outcomes * Conduct and evidence of thorough and in-depth investigations, where all complaint points are addressed in a clear and robust written response * Ensure complaint outcomes balance the needs of the member with the organisational service delivery * Evidence and justification for complaint outcome with clear rational and ensuring all stages of the complaint are accurately recorded in the complaints system * Drive continuous service improvement by way of feedback (real time and post complaint resolution) across the organisation * Record and feedback trends to other member experience departments, including sharing knowledge of best practice in resolving member complaints improving front end resolution * Support a culture and capability in Lean / continuous improvement to drive operational efficiency and great member experiences and outcomes | * Complaints / root cause analysis * OQA outcomes * Net promoter score * Member feedback |
| **People**   * Act as subject matter expert and technical referral point on all complaint handling activity within MPS * Keep own knowledge and competence current on all policy, protocol and procedural updates on the requirements of complaint handling within regulation, legislation relevant outcomes and best practice * Create, maintain, and develop open and productive relationships with relevant internal business units and external third parties as appropriate * Use effective coaching techniques with key stakeholders to improve complaints outcomes and ensure complaints are managed effectively * 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/protocol standards and processes * Support continuous improvement and upskilling of colleagues by sharing own knowledge and best practice * Take an active role in promoting a more inclusive environment, which aligns with our commitment to celebrate and promote diversity | * Evidence of own competence via one-to-one discussions * Stakeholder feedback * Delivery of Personal Development Plan * OQA outcomes * Mid and end of year ratings |
| **Risk**   * Adhere to all regulatory requirements and MPS policy, protocol and procedures in the management of complaints * Ensure that all risks identified are escalated so that root cause analysis can be performed and remedial action taken by the business * Build and maintain a strong working relationship with any regulated complaints handling body ensuring that we demonstrate learnings from complaints activity | * OQA Outcomes |

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| **Responsibilities (RACI)** |
| * Working consistently with colleagues to ensure best complaints solutions are achieved and ensuring that complaints are handled in compliance with all relevant UK and International legislation. * Act as a knowledgeable and effective technical expert for the Member Resolution Team and wider management teams * Develop and maintain high levels of technical MPS operating knowledge by building own knowledge and contributing to team knowledge and business wide knowledge * Collate and maintain management information of settled complaints to facilitate estimating and identification of trends * Demonstrate MPS Values * Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role. |

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

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** |  | * Excellent written and verbal communications skills, with an ability to adapt communication styles to individual colleagues and members and negotiate effectively at all levels. * Ability to foster and maintain external and internal stakeholder relationships at all levels * Ability and confidence to work autonomously, with the drive, curiosity and determination to find the best resolution for member complaints * Ability to make decisive decisions that take into account the complainant as well as the wider organisation * Excellent organisational skills, able to priorities key tasks and focus on delivering them * Ability to analyse and present data | * Extensive experience in operating within a complaint handling environment * Experience of stakeholder management |
| **Desirable** | * CII or complaint handling qualification |  | * Experience of working in a regulated insurance, financial services, investment or banking sector |