|  |  |  |  |
| --- | --- | --- | --- |
| **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 |

|  |
| --- |
| **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.  |

|  |  |
| --- | --- |
| **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
 |

|  |
| --- |
| **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.
 |

|  |  |
| --- | --- |
| **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 |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **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
 |