|  |  |  |  |
| --- | --- | --- | --- |
| **Role title:** | Development Coach | **Responsible to:** | Corporate Services Lead |
| **Division:** | Finance | **Department:** | Corporate Services |
| **Direct Reports and Level:** | 0 direct reports  | **Scope:** | Corporate Services |
| **Scale:** | 0 People£0Budget£0income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Core 1 | **Role Family** | Business and Operational Services |

|  |
| --- |
| **Overall Role Purpose** |
| The purpose of the role is to provide strong coaching and guidance to the Corporate Services Coordinators to build capability and ensure delivery of excellent global Corporate Services. The role will be required to work with key stakeholders across the organisation and encourage collaboration to optimise the shared Corporate Services function across all jurisdictions which is trusted and valued, provides fair treatment and outcomes whilst optimising performance against service levels, efficiency and effectiveness of the team. The role will play a key part in driving and delivering change across several different Divisions. |

|  |  |
| --- | --- |
| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Lead the technical development of Corporate Services Document Management within Administration Services to support in the delivery of MPS divisional strategies.
* Support the Operational Team Leader using established escalation routes for technical matters to reach timely and quality outcomes.
* Deliver coaching and development to team members incorporating lessons learned from OQA monitoring in accordance with governance, policy and process, delivering positive outcomes for the member and membership fund.
* Deliver a robust internal team quality audit process including error reporting, feedback from stakeholders and OQA reports ensuring delivery of quality service to stakeholders.
* ensure corporate service support teams are appropriately trained in order to meet SLA's and stakeholder expectations, flexing and adapting to meet scheduled and unexpected peaks of activity.
* Review and embed industry best practice through process and systems reviews
* Seek to improve and optimise existing day to day technical foundations whilst maintaining high standards of service to colleagues and members.
* Provide MI to the Operational Team Leaders to support effective one-to-one conversations with the Corporate Services Coordinators around performance and development
 | * Operational performance Vs plan
* Financial performance vs plan
* Corporate Services Initiative Vs Plan
* Internal stakeholder Feedback
 |
| **Financial*** Contribute to the setting of overall department resource models and plans through forecasting and trend analysis of the key drivers in order to optimise productivity, service KPI’s and quality standards.
* Ensure that operational effectiveness and efficiencies are maintained
* Review processes and ways of working to drive improvements in the efficiency and effectiveness of the team
 | * Operational metrics Vs SLAs
* Corporate Services Initiative vs plans
 |
| **Member*** Manage informal complaints or incidents escalated within the team in accordance with policy standards ensuring fair outcomes for members, the membership fund and use all learning as coaching opportunities for team members
* Lead Corporate Services Support to continuously improve ways of working and contribute to divisional / MPS-wide continuous improvement projects aimed to drive operational efficiency and great member experiences and outcomes
* Support the Operational Team Leader to ensure fair treatment and outcomes for members and compliance with associated policies and standards set out by Council, its committees and delegated authorities.
* Analyse member feedback, complaints, outcome testing and other operational performance metrics to inform plans to improve the service we provide for members
 | * Net promoter score
* Member/stakeholder feedback
* Member/stakeholder Experience Scores
* Outcomes testing scores / compliance testing and internal audit scores
 |
| **People**  * Deliver a robust training structure for the team to ensure day to day operations deliver service continuity in response to need.
* Build a strong pipeline of talent across Corporate Services for the benefit of MPS which will mitigate workforce planning risks and maximises the performance and potential of employees.
* Coach and mentor colleagues within own team and support learning interventions as part of the Academy to maximise the potential of all colleagues and the quality of our service to members.
* Support in performance management through feedback via 1:1’s with Operational Team Leader
* Support in developing a one-team, service-based mindset and culture across the Corporate Services Function
* Take the lead on promoting a more inclusive environment, which aligns with our commitment to celebrate and promote diversity
 | * Engagement Index Vs MPS
* Leadership Index Vs MPS
* Strong Talent and Succession Plans
* HR Metrics – attrition, absence
* Competency frameworks
 |
| **Risk*** Understand and champion a risk management appetite in role and with the team, including the reporting and onward management of any perceived and actual risks and creating and maintaining relevant mitigating controls. Manage the team adherence to appropriate business processes and controls in order to manage Corporate Services Support within risk appetite; comply with policies and regulatory requirements (as applicable).
* In accordance with the Training and Competence Schemes, undertake first line of defence quality monitoring of team members to ensure compliance with governance, process and fair outcomes for members; use results to coach for improved performance
* Support Outcome Testing to ensure a risk-based approach to Outcome Testing, take all learnings and coach the team for improved performance or influence for policy / procedural improvement, as required.
* Review and ensure all user guides and associated documents are up to date aligned to the governance framework.
* Comply with applicable professional ethical guidance and all relevant internal policy and procedures, including those relating to health and safety, data protection, IT security and all those contained within
 | • Risk & Control Self- Assessments Audit Actions• Risk register• External audit outcomes• Quality monitoring outcomes / compliance to Training and Competence Scheme• Outcome testing results |

|  |
| --- |
| **Responsibilities (RACI)** |
| * Advise and support Operational Team Leader in performance management of colleagues
* Build relationships with key stakeholders internally and externally to maximise operational effectiveness.
* Input into the ‘Academy’ and continued development of competency frameworks and learning material – identifying training requirements and coordinating regular scheduled training sessions
* Maintaining the daily rota to respond to the operational requirements for the period.
* Provide cross departmental support where required to ensure KPIs are met and service standards are maintained
* Champion cultural and strategic changes taking place across the business
* Undertake other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.
* Develop a technical framework of accountabilities/processes/roles and responsibilities for the service delivery teams (RACI) to drive best practice and mitigate risk. – training needs analysis
* Deliver effective and creative solutions to risks identified.
* Ensure appropriate business processes and controls are in place to manage the Corporate Services department within risk appetite; comply with policies and regulatory requirements (as applicable)
* Drive efficiencies/automation/opportunity assessment piece/digitisation/ - creating efficient and effective opportunities
* Managing a varied and demanding workload
* Evaluate and analyse procedures/processes and systems of work, aligned to effective, efficient and quality outputs – Lean/continuous improvement – root cause analysis Document management workflows
* Act as deputy in the absence of the Operational Team Leader
 |

|  |
| --- |
| **Key Governance Responsibilities** |
|  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Understanding of Customer Service Principles
 | * Coaching
* Managing internal and external stakeholders
* Resource planning and productivity management
* Change management and continuous improvement
 | * Strong customer service / member management background
* Management of multiple complex administration task
* Working in multi-disciplinary setting
* Mentoring or coaching
 |
| **Desirable** | * Understanding of the division and stakeholder requirements
* Project Management
* Understanding of the division and stakeholder requirements
* Chartered Insurance Institute (CII) qualified
 | * Third Party service delivery
* Lean (green belt or equivalent) / root cause analysis trained Ability to conduct and hold commercial interactions with membership/ liaising with commercial marketing and sales in relation to product development and Insight
 | * Insurance / regulatory environment
* Shared Services Support environment
 |