|  |  |  |  |
| --- | --- | --- | --- |
| **Role title:** | Team Leader – International Services | **Responsible to:** | Operations Manager – International Services |
| **Division:** | Business Development and Engagement | **Department:** | Direct Sales & Service |
| **Direct Reports and Level:** | None | **Scope:** | Direct Sales & Service - International Services |
| **Scale:** | £0 Budget  £0 Income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 2 | **Role Family** | Business & Operational Services |

|  |
| --- |
| **Overall Role Purpose** |
| The purpose of the role is to provide management of the overseas administrators “Schemes”, resulting in improved governance, visibility, training/briefing, and management of their performance, |

|  |  |
| --- | --- |
| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational**   * Facilitate regular calls with the Schemes to ensure any queries or issues are identified and can be addressed quickly * Monitor performance of Schemes in line with contractual obligations, including review of reporting where available * Be first point of contact for Schemes in relation to queries/complaints etc and work in collaboration with territory advisers and Team Leaders where appropriate to formulate a response * Work with Schemes to ensure their actions and quality of service support the delivery of the Direct Sales and Service strategy and priorities, divisional performance, leadership of employees to reinforce the desired culture * Work with Schemes to ensure MPS guidelines and processes are adhered to and use such opportunities to coach and develop Scheme staff where appropriate. * Be responsible for communicating changes to schemes, including; annual pricing changes, online applications, MPS policy changes | * Scheme performance vs contract service levels |
| **Financial**   * Manage Scheme budgets, including raising Purchase Orders, processing invoices and setting accruals/closing POs once services delivered * Engagement with Schemes to facilitate annual review of fees and collaboration with other areas of the business to get fees agreed and documented to Schemes * Work with internal/external resource as appropriate to review Scheme contracts as necessary * Monitor receipt of reports and member payments to ensure this is happening on a timely basis and within contractual obligations.   Review Scheme SLAs to check if fit for purpose. Where introduction/revisions are required, work to get these in place (formally or informally). | * Scheme costs delivered on or below forecast * Receipt of reports in line or ahead of contractual requirements |
| **Member**   * Work with Schemes to ensure there are clear and documented processes and guidelines so that any new employees at Schemes do not have to rely on peer training. This should lead to better Scheme service to members and improved member satisfaction * Work with Schemes to ensure there is a clear understanding and adherence to the MPS Complaints process. * Analyse member EODS to identify those that have been driven by poor service or errors made by Scheme employees and feedback and manage with the Scheme, * Work with the Schemes to identify ways to improve processes e,g. more regular reporting. * Provide comprehensive and knowledgeable information and service to internal departments and external members regarding Schemes as appropriate | * Scheme/stakeholder feedback * Reduction in number of EODs generated by Schemes |
| **People**   * Work closely with International advisers and Team Leaders to ensure that there is always clear visibility of activity being undertaken as there will still continue to be day to day contact between territory teams and Schemes * Work closely with in-country Business Development teams to ensure that any local activity that may impact on the Schemes is identified and the schemes are briefed in a timely manner. | * Feedback from team, Team leaders and BDEs |
| **Risk**   * Recognise the importance of risk identification and management * Manage the Schemes’ adherence to appropriate business processes and controls * Undertake first line of defence quality monitoring of Schemes to ensure compliance with governance, process and fair outcomes for members * Comply with all relevant internal policy and procedures, including those relating to health and safety, data protection, IT security and all those contained within the staff handbook. Adhere to the business rules relevant to the role, which are subject to change from time to time. | * Completion of compliance audit actions * Updates to Risk register |

|  |
| --- |
| **Responsibilities (RACI)** |
| * Build relationships with key Scheme stakeholders to maximise operational effectiveness * Work with Schemed to coach and develop their staff * Hold/attend regular meetings (minimum monthly) with Schemes to review performance against SLAs (where in place) and discuss any operational challenges. * Undertake regular reviews of Scheme performance * Develop and maintain up to date Operational Guides for the Schemes and and ensure Schemes are fully up to date * 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. |

|  |
| --- |
| **Key Governance Responsibilities** |
| n/a |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Educated to degree level or equivalent experience * Understanding of contact centre best practice. * Detailed understanding of how MPS work Schemes | * Coaching * Managing internal and external stakeholders * Third party relationship management * Change management and continuous improvement | * Leadership and people management experience in multi – disciplinary teams * Strong operational management experience preferably in a progressive medical malpractice and /or insurance or other regulatory environment * Strong customer service / member management background |
| **Desirable** | * Post graduate level (or equivalent experience) * Knowledge of current advances and developments in medicine and relevant law, regulations, policies and procedures. | * Third Party service delivery | * Insurance / regulatory environment |