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| **Role title:** | Costs Adviser | **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 globally |
| **Scale:** |  |
| **Regulated Function(s) Held:** |  |
| **Evaluation Level:** | Core | **Role Family:** | Technical |

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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
 | * Corporate Strategic priorities Vs plan
* Division Plan delivery Vs plan
* Delivery of projects to plan
 |
| **Financial*** Support the Legal Costs team to internalise work and reduce the use of external third party legal costs experts (including Costs Lawyers and Costs Counsel) 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.
 | * Claimant 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
 |
| **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 to inspire strategy and plans and ensure that teams put the membership first. | * Net promoter score
* Complaints / root cause analysis
* Member feedback
* Operational Metrics Vs SLAs
 |
| **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.

  | * 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 Plan
 |
| **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).
 | * Risk & Control Self- Assessments
* Audit Actions
* QA Outcomes
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| **Responsibilities (RACI)** |
| * Working as part of a collaborative team, manage a caseload of claims for costs at various stages of development, prioritising as required.
* Specialise in at least one area of costs work, with capability to assist in the others when business need dictates.
* Liaise closely with internal and external stakeholders as appropriate, ensuring all costs cases are dealt with effectively and in a way that serves the member’s interests.
* 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 relevant costs law and procedure 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 | * Experience in legal costs (over 2 years)
 | * Technical expertise in legal costs
 | * Experience of dealing with Defendant clinical negligence costs disputes
* Experience in multi-track costs disputes as well as fast track.
* Experience of Costs Budgeting
* Significant experience of handling own case load
* IT literate, with practical experience of using IT as an analytical and case management tool
* Proven understanding of the CPR and claims process
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| Desirable | * Costs Lawyer or equivalent professional qualification
 | * Advocacy
 | * Dealing with Claimant costs relating to clinical cases – complaint, inquest, disciplinary and regulatory matters.
* Experience of criminal costs
* Dealing with Claimant costs for international claims and cases.
* Financial services / insurance in a regulated environment
* Experience in dealing with Part 7 and Part 8 proceedings
* Advocacy experience
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