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| **Role Title:** | Head of Delivery Services – South Africa | **Responsible to:** | Executive Director – MC&C*Dotted line to MPS Group Data Protection Officer (in relation to Information Officer role only)* |
| **Division:** | Member Cases and Claims (MC&C) | **Department:** | Delivery Services - South Africa |
| **Direct reports:** | up to 4 direct reports of Operational and Technical Team Leads | **Scope:** | Cases and claims service in South Africa |
| **Scale:** | Approx. 30 People£1,224k Budget |
| **Regulated Function:** | Information Officer for MPS South Africa Services Pty Ltd in accordance with regulation |
| **Evaluation Level:** | Guide, Level 1 | **Role Family:** | Legal |

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| **Role Purpose** |
| The purpose of the role is to lead Delivery Services - South Africa in providing excellent Claims and Cases service for members in country which is trusted and valued and provides fair treatment and outcomes. This will be achieved by working closely with the UK teams and aligning with the wider MC&Cand Business Development and Engagement strategies, optimising the capabilities of the in-country team, ensuring an efficient and effective operation and utilising internal and external experts where they truly add value.  |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational and Technical Leadership** * Provide leadership across MC&C and in-particular the South Africa team to deliver on the corporate strategy, business performance, leadership of teams that reinforces the desired culture and delivery of strategic priorities.
* Contribute to the development and delivery of the MC&C strategy to plan, cost and quality
* Lead the South Africa team to deliver claims and cases handling services for local members ensuring compliance with all handling governance and processes and, for the insurance business, also ensure compliance to local regulation standards for operating in Lloyd’s markets.
* Lead on the requirements for in-country MI/BI to provide oversight of the in-country performance against required KPI’s and financial targets.
* Manage and oversee technical escalations and advice using such opportunities to coach and develop our people to deliver positive outcomes for the member and membership fund.
 | * Financial sustainability Vs plan
* Financial performance Vs plan
* Corporate Strategic priorities Vs plan
* MPS engagement index Vs plan
* MPS leadership index Vs plan
* Council feedback.
* Compliance with Escalation processes
* Service Delivery to UK Vs Planned SLAs
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| **Financial*** Set and deliver the in-country operational budgets, ensuring an efficient and effective operating model which optimises the work able to be undertaken in country, minimises cost and maximises financial sustainability without compromising member experience.
* Lead the team to engage and deploy external third-party experts and legal panels to ensure a cost effective and efficient service; work with UK to manage and audit the performance of all third parties.
* Build and maintain resource models to ensure productivity of all resources (internal and external) are optimised and service KPI’s delivered.
* Lead the team to minimise claims costs (damages, claimant and defence costs) through ensuring robust claims / cases strategies, proactively managing estimates and settlements, challenging costs and invoices from all third party spend.
 | * Member numbers Vs plan
* Income Vs plan
* 3rd Party spend Vs plan
* Claimant Costs Vs plan
* Defence costs Vs plan
* Operational budget Vs Plan
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| **Member*** Lead the team to ensure fair treatment and outcomes for members and compliance with associated policies and standards set out by Council, its committees and delegated authorities.
* Lead on the consistent and fair exercise of discretion for the handling of all Claims (discretionary and Insurance) and Cases (non-Insurance).

Lead for a culture and capability in Lean / continuous improvement and project management to drive operational efficiency and great member experiences and outcomesOptimise the handling of services to local members in-country, ensuring expertise is aligned to excellent member service and cost-control, including managing the transition of services, cases and claims from UK colleagues.Use member experience insight to inspire strategy and plans and ensure that teams put members at the heart of all they do.Support on business development and stakeholder forums to build the MPS brand so that members’ trust and value the expertise we provide. | * Net promoter score
* Complaints / root cause analysis
* Member feedback
* Member Experience Scores
* Operational Metrics Vs SLAs
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| **People*** Provide strong leadership to ensure the training, competence, performance and engagement of direct reports and support matrix reports ensuring all have clarity on their accountabilities and comply with all governance, policy standards and processes.
* Build a strong pipeline of talent and succession across MC&C for the benefit of MPS which will mitigate workforce planning risks and maximises the performance and potential of colleagues.
* 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
* People Metrics – attrition, absence
* Compliance with Training and Competence Schemes
* Inclusion Index Vs MPS
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| **Risk*** Create an environment where all colleagues in South Africa recognise the importance of risk identification and management
* Ensure appropriate business processes and controls are in place to manage Claims and Cases in-country handling within risk appetite; comply with policies and regulatory requirements (as applicable).
* Oversee systems for monitoring and reporting accurate and timely service statistics providing insight for governance bodies such as reserving, underwriting and reinsurance.
* Act as the Information Officer for MPS South Africa Services, to ensure compliance with POPIA
 | * Risk & Control Self- Assessments
* Audit Actions
* OQA Outcomes
* Quality of input into data protection policies and protocols
* General Counsel feedback
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| **Responsibilities (RACI)** |
| * Offer meaningful decision points to MPS governance forums by representing the member voice and ensuring the clinical / legal input is considered on matters and for high profile cases ensure the reputation of MPS is protected, that MPS operates within risk appetite, and decision makers are fully informed and equipped as to where financial opportunities exist.
* As the healthcare and risk management landscape continually changes, keep abreast of evolving legislation and best practice; recommend opportunities for MPS to become more efficient and effective in Cases and Claims
* Work with UK teams to define the nuances of the country to build into the Cases and Claims competence framework and contribute to building curriculum
* Undertake other duties and tasks that from time to time may be required and that are appropriate to the role
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| **Key Governance Responsibilities**  |
| * Governance forums within MP&S
* Information Officer for MPS South Africa Services Pty Ltd
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Organisation |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Organisation |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Others |
| Commercial and Risk Thinking  | Leading Others |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** |  | * Managing senior stakeholders
* Leadership and Operational Management of large teams/departments
* Change management /Projects management /Lean (six sigma) / Continuous Improvement
* Resource planning and productivity management
* Third party management of legal panels and expert witnesses
 | * Transformational leadership and extensive operational management – preferably in a progressive medical malpractice regulatory environment
* Extensive legal experience in medical malpractice claims management at a senior level
* Extensive legal experience in medical malpractice complaints, regulatory and inquest cases management
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| **Desirable** | * CII Qualified (this may become an essential requirement of the role over time)
 | * Third Party Management, ideally a Lloyds syndicate,
 | * Experience of financial services / insurance in a regulated environment
* International Claims management – leading teams across different cultures, regulatory regimes and healthcare sectors
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