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| **Role title:** | Policy &Training Consultant  | **Responsible to:** | Policy & Training Lead  |
| **Division:** | Member Cases & Claims | **Department:** | Governance Team  |
| **Direct Reports and Level:** | Nil | **Scope:** | Governance across Member Cases & Claims Division– Global |
| **Scale:** | Nil  |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement, Level 1 | **Role Family** | Legal |

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| **Overall Role Purpose** |
| The Member Cases and Claims Division (referred to as “MC&C” in this Role Profile) of the Medical Protection Society is at the forefront of protecting the careers, reputation and financial risk of our members worldwide. The MC&C Governance team provides a divisional level governance service and function to MC&C globally. The purpose of this role is to provide a Policy & Training function within the Governance Team for MC&C; to ensure all Policy & Training requirements are effectively implemented and monitored, to support cases and claims handling excellence. This will support the provision of a service for members which is trusted and valued and provides fair member outcomes. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Service Delivery:*** Support delivery of the key MC&C Governance Policy & Training team workstreams:
1. MC&C Incident Management & reporting
2. MC&C Breach reporting
3. MC&C Document Governance function (and management of MC&C Approved Documents Library)
4. MC&C Continuing Professional Development Programme
5. MC&C / Underwriting Product & Insurance Collaboration Process – triage function
6. MC&C Data Protection function and support to Head of MC&C Governance (with co-ordination of Data Protection requirements at a divisional level, including oversight of team of Data Protection Champions and implementation of decisions made by the Data Protection Office across MC&C).
* Support the delivery of the MC&C Strategy and contribute to the MC&C Governance strategy - ensuring that divisional protocols and processes, internal guidance documents and training materials are appropriately drafted, efficient and effectively deliver internal governance requirements and meet any necessary regulatory and legal obligations.
* Support in delivering an effective change control process for all internal protocols and guidance across the Division - with appropriate approval, maintenance and review of procedures in place, where version control and a central repository (MC&C Approved Documents Library) is utilised to effectively manage protocol, process and guidance material across the Division.
* Contribute to the development, and delivery of protocols & process and training and guidance across the Division. Ensure that appropriate governance controls are in place, and that compliance is monitored.
* Recommend developments to the future strategy and plans of the Governance Team which will produce better and more consistent outcomes for our members, improving overall member experience, and operational performance and continuous improvement.
* Provide technical support and clear advice where required and maintain high levels of technical MPS operating knowledge, across the Governance Team and MC&C.
 | * Corporate Strategic priorities Vs plan
* MC&C plan delivery Vs plan
* Financial performance Vs plan
* Operational Metrics v Service Level Agreements
* Governance Framework in place and being actively managed.
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| **Financial*** Contribute to the development and management of operational metrics to maintain an effective and efficient Policy & Training function.
* Provide quality and timely Management Information and Reports on MC&C incidents and breaches, plus on any MC&C protocol and process requirements (gap analysis) and on colleague compliance (via Academy completion reports) - for internal stakeholders, external partners.
 | * Governance Operational MI delivered Vs Plan
* Operational budget Vs Plan
* Operational performance (Key Performance Indicators) Vs plan
* Claims / Case performance Vs plan
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| **Member**Support internal guidance material development, review and maintenance.Seek to continuously improve Policy & Training function, competence and governance processes across the division to ensure fair treatment and outcomes for members, drive operational efficiency and compliance with associated regulatory, legal and policy standards set.Contribute to coordination of requirements from other Divisions on MC&C resource to support on internal and external Policy requirements. | * Net promoter score
* Root cause analysis
* Member feedback
* Member Experience Scores
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| **People*** Take accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all Governance policies and processes.

Deliver training as required to ensure awareness of Policy & Training governance functions and processes, to support cases and claims handling excellence.* Take learnings from Policy & Training outcomes, notably MC&C incidents, and track compliance and implementation of recommendations by business area owners. Deliver regular feedback to the Policy & Training Lead and Head of Governance. Work with the business areas (as appropriate) to ensure action progress and compliance with regulatory requirements and policy standards.
* Develop own knowledge and skills in all areas of MC&C Governance team in order to fully support the guidance, training and influencing of colleagues at all levels on governance best practice.
 | * Compliance with Training and Competence Schemes
* Colleague / stakeholder feedback
* Delivery of Personal Development Plan
* Performance and Values ratings
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| **Risk*** Identify and report risks and issues across MPS to enable resolution and mitigation of potential impact on MPS, members, and colleagues.
* Support the Governance team to establish appropriate processes and controls to manage the assurance within risk appetite, comply with policies and regulatory requirements (as applicable)
* Support the Head of Governance and work with stakeholders such as Outcome and Quality Assurance to ensure that all learnings are used to coach the team for improved performance; influence process/procedural improvements; inform escalations decisions
* Deliver accurate and timely reporting of MI metrics and analysis to provide insight for governance forums and MPS Committees.
* Comply with applicable professional ethical guidance, external regulation and all relevant internal policy and procedures including those contained within the staff handbook.
 | * Risk & Control Self- Assessments
* Audit Actions
* Quality Assurance Outcomes
* External auditing metrics
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| **Responsibilities (RACI)** |
| * Support with continued development & delivery of the Governance framework ensuring that MC&C Governance Policy and Training requirements are met and fully documented.
* Assist in delivery of relevant Governance Team functions, including MC&C Document Governance, MC&C Cases and Claims Handling Incident Management, MC&C CPD Programme co-ordination, MC&C Breach reporting, MC&C/Underwriting Product & Insurance Collaboration Process and MC&C Data Protection function.
* 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
* Attend MC&C Governance meetings and maintain and develop internal and external networks.
* Undertake other project work, 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** |
| N/A |

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| **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 Thinking  | Leading Others |

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| **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential**  | **Essential**  | **Essential** |
| * Educated to degree level or equivalent experience
* Understanding of products and policies and needs of member
* Knowledge of current advances and developments both in medicine and relevant law, regulations, policies and procedures.
* Strong knowledge in medical defence and/or compliance and/or organisational governance processes and procedures
* Data Protection knowledge
 | * Coaching & training skills – to support interactions with colleagues
* Strong communication skills and effective internal and external stakeholder management skills.
* Strong organisational skills, ability to multi-task and manage different priorities, proactive diary and task management.
* Strong analytical skills
* Ability to work independently and in a team
* Strong presentation delivery
 | * Strong technical experience in cases and/or claims handling
* Strong analytical and communication skills
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| **Desirable** | **Desirable** | **Desirable**  |
| * Post graduate level (or equivalent experience)
* Professional legal qualification
* Legal Post Qualification Experience
* Chartered Insurance Institute (CII) qualified or equivalent
* Fully registered and licensed with the recognised regulator (e.g. SRA, CILEX in the UK, or relevant regulators globally)
 | * Ability to conduct and hold interactions with stakeholders in the Underwriting Product & Insurance division in relation to product development and Insight
* Drafting & report writing
* Ability to act as liaison with MPS Data Protection Officer in relation to the impact of decisions upon MC&C
* Ability to use Smartsheet, SharePoint, Excel – for dashboard reporting
 | * Insurance / compliance / regulatory / governance environment experience
* Data Protection compliance experience
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