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| **Role title:** | Costs Negotiator | **Responsible to:** | Legal Costs Team Lead |
| **Division:** | Member Cases & Claims  | **Department:** | Legal Services  |
| **Direct Reports and Level:** | None | **Scope:** | All MPS Claims / Cases related legal Costs globally |
| **Scale:** | Global |
| **Regulated Function(s) Held:** | None |
| **Evaluation Level:** | Core 1 | **Role Family:** | Member Sales, Service & Advisory |

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| **Overall Role Purpose** |
| The Member Cases and Claims 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 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** * Working as part of a collaborative team, manage a caseload of claims for costs at various stages of development, prioritising as required.
* Negotiation of lower value inter partes costs schedules and bills including preparation of Points of Dispute where necessary. Assisting with file closure process and ensuring prompt payment of bills.
 | * % and £ Bill of Costs / Costs Budget reductions
* Claimant costs paid vs plan
* Detailed Assessment outcomes
 |
| **Financial*** Seek 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 in relation to external spend; Claimant Costs and Legal Spend.
* 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.
 | * 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
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| **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.
* 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.
 | * Operational Metrics Vs SLAs including end to end shelf life
* OQA Outcomes
* Member feedback
 |
| **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.
* 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.
* Take an active role in promoting a more inclusive environment, which aligns with our commitment to celebrate and promote diversity.
 | * Compliance with Training and Competence Schemes
* Delivery of Personal Development Plan One to one / performance review meetings
* Values and Performance ratings
* Stakeholder feedback
 |
| **Risk** * Identify and report risks and incidents 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).
 | * Audit Actions
* OQA Outcomes
* Incident reporting
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| **Responsibilities (RACI)** |
| * Support the development and delivery of the divisional strategy to plan, cost and quality

Support a culture and capability in Lean / continuous improvement to drive operational efficiency and great member experiences and outcomes* Use member experience insight to make suggestions, inform plans and ensure that teams put the membership first.
* Demonstrate MPS Values and leadership behaviours.
* Keep abreast of evolving legislation and best practice
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| **Key Governance Responsibilities** |
| Working autonomously within set financial authority limits. |

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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 |  | * Good written and verbal communication skills
* Analytical and numerical skills
* IT literate
 | * Used IT as an analytical and case management tool
* Proven understanding of the legal process
 |
| Desirable | * Experience in legal costs
* Trainee Costs Lawyer
* Law Degree and/or LPC qualification
 | * Negotiation skills
* Legal Research
* Legal Drafting
 | * Handled own case load
* Defendant clinical negligence costs disputes
* Fast track costs
* Costs Budgeting
* Prepared Points of Dispute
* Proven understanding of the CPR and claims process
* Part 7 and Part 8 proceedings

Fixed costs  |