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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 |
| **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 |