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| **Role title:** | Operations & Delivery Lead | **Responsible to:** | Head of Risk Prevention Services |
| **Division:** | Business Development & Engagement | **Department:** | Risk Prevention Services |
| **Direct Reports and Level:** | TBC | **Scope:** | Risk Prevention Operations & Delivery - globally |
| **Scale:** | XX People  £xxx Budget  £xxx income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Guide | **Role Family** | Technical *(Role family of all roles is subject to review)* |

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| **Overall Role Purpose** |
| The purpose of the role is to lead the Risk Prevention Operations & Delivery team in managing the delivery of Risk Prevention services at an individual, group and corporate level in order to maximise market share and deliver targeted written income and member numbers worldwide. This will be achieved by optimising the capabilities of the Operations & Delivery team and creating standardisation across all regions, which ensures an efficient and effective operation. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational Leadership**   * Provide leadership across Risk Prevention Services and in particular in the Risk Prevention Operations & Delivery team to deliver on the overall corporate strategy, business performance, leadership of teams in order to reinforce the desired culture and delivery of strategic priorities. * Contribute to the development and delivery of the Risk Prevention Services strategy to plan, cost and quality assure * Lead on assigned Risk Prevention Services projects affecting MPS wide and roll out other projects/initiatives within the Risk Prevention Operations & Delivery team ensuring delivery of projects to time, cost and quality and that can demonstrate a return on investment | * Financial sustainability Vs plan * Financial performance Vs plan * Corporate Strategic priorities Vs plan * Risk Prevention Services engagement index Vs plan * Risk Prevention Services leadership index Vs plan |
| **Financial**   * Work with other Risk Prevention Services leaders to set and deliver the budget ensuring an efficient and effective Operations & Delivery operating model which minimises cost and maximises financial sustainability without compromising the member experience. * Set and deliver the Risk Prevention Operations & Delivery operational budgets, ensuring an efficient and effective operating model which minimises cost and maximises financial sustainability | * Operational budget Vs Plan * Member numbers Vs plan * Income Vs plan * Retention targets delivered Vs plan * Return on education Vs plan |
| **Member**   * Work with leaders across Risk Prevention Services to understand their business needs from the Operations & Delivery team, provide regular updates on service delivery and take required action to ensure any barriers impeding service delivery to members and colleagues are taken * Monitor and provide robust challenge of emerging people risks and issues arising from business activities which fail to deliver appropriate and consistent outcomes for members or are likely to have a material adverse effect on the Group, its operation or financial security * Establish a culture and capability in Lean / continuous improvement to drive operational efficiency and great member experiences and outcomes. | * Net promoter score * Member Experience SLA’s Vs plan * Brand awareness * Internal Stakeholder Feedback * Participation/completion in RP offerings |
| **People**   * Provide strong leadership to the Risk Prevention Operations & Delivery team to ensure the training, competence, performance and engagement of all employees who are focussed on delivering for members, have clarity on their accountabilities and comply with all governance, policy standards and processes * Build a strong pipeline of diverse talent and succession across the Risk Prevention Department for the benefit of MPS which will mitigate workforce planning risks, embraces diversity and maximises the performance and potential of employees. | * Risk Prevention Engagement Index Vs MPS * Risk Prevention Leadership Index Vs MPS * Strong Talent and Succession Plans * HR Metrics – attrition, absence * Compliance with Training and Competence Schemes |
| **Risk**   * Identify and report risks and issues identified within Risk Prevention Services and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues. * Create an environment where all colleagues recognise the importance of risk identification and management * Ensure appropriate business processes and controls are in place to manage the Department within risk appetite; comply with policies and regulatory requirements (as applicable). | * Risk & Control Self- Assessments * Audit Actions |

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| **Responsibilities (RACI)** |
| * Contribute to strategic planning for the Risk Prevention Services Department * Delivery of the individual and hospital programmes risk prevention services, as directed by the respective programme managers and the hospital client manager; including all logistics, travel and commissioning of both staff and contractor faculty. * In conjunction with the individual and hospital programme, effectively manage the utilisation of staff and contractor faculty * Provide event management systems and services, including individual participant registrations * Create and administer commercial services contracts with clients * Support the department’s managers in the administration of supplier contracts; including license agreements with 3rd parties and engagement with contractor faculty worldwide * Support the client management of MPS Partnerships and Cognitive Institute clients to ensure client expectations are met when delivering services * Manage the protection of owned and sublicensed intellectual property, including copyright and trademarks * Invoicing * Manage implementation of CPD/CME accreditation of courses and services * Lead the department’s overall process improvement and documentation of policies and procedures * Deliver reporting and production of Management Information as required * Support the Department to manage the department, with general operations and administration support * Lead on operations and delivery in Risk Prevention Services globally. |

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| **Key Governance Responsibilities** |
| * Not applicable |

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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Others |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Others |
| 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** | * Educated to a degree standard or equivalent | * Global operational management * Management of senior internal and external stakeholders * Resource planning and productivity management * Commercial contracting * Identification and management of software to support operations, including events, resource management, delivery of consultancy services, and CRM * Reporting and production of Management Information | * Transformational leadership – in a progressive business environment * Extensive international operational management, preferably within a commercial organisation * Commercial contracting * IT transformation |
| **Desirable** | * Qualifications or working knowledge of improvement methodologies, such as Lean, Six Sigma |  | • Experience of working in the Healthcare Industry   * Education delivery * Faculty management * Operational management of commercial professional services and consultancy |