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| **Role title:** | Third Party Lead | **Responsible to:** | Head of MC&C Governance |
| **Division:** | Member Claims & Cases | **Department:** | Governance  |
| **Direct Reports and Level:** | Number of direct reports:* 1 x Third Party Consultant
 | **Scope:** | Governance across MC&C – UK and International.  |
| **Scale:** | Up to x People£xxx Budget£xxx income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Guide, Level 2 | **Role Family** | Legal |

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| **Overall Role Purpose** |
| The Member Claims & Cases Division is at the forefront of protecting the careers, reputation and financial risk of our members worldwide. The purpose of the role is to lead on Third Party Management in MC&C to support cases and claims handling excellence across the division and the delivery of excellent service to members that is trusted and valued and provides fair treatment and outcomes |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Leadership** * Support delivery of overall corporate strategy and business performance that reinforces the desired culture and delivery of strategic priorities.
* Provide leadership across the team to co-ordinate business requirements and develop a strategy and approach for third-party management with defined service standards and scope of third-party audit.
* Lead the team to develop and maintain effective and controlled processes for onboarding and monitoring third parties internationally, working alongside procurement and General Counsel and ensuring requirements of performance, compliance and legal and regulatory obligations are met so a cost-effective service is provided.
* Lead the team to work with approved third parties to share best practice and a shared training strategy to support cases and claims handling excellence.
* Oversee all third-party learnings and lead the team on recommendations for policy and process improvements, providing feedback and identifying issues for escalation to the Executive and MPS Council if required.
 | * Corporate Strategic priorities Vs plan
* MC&C plan delivery Vs plan
* MC&C engagement index Vs plan
* MC&C leadership index Vs plan
* Operational Metrics v SLAs
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| **Financial*** Ensuring the effective and efficient performance of the team.
* Ensure that there are appropriate operational Metrics and SLAs in place for the management of third-party suppliers and third party spend to drive operational performance, track legal spend, and undertake cost benefit analysis.
* Provide quality and timely MI and Reports on third party trends, insights and analysis to internal stakeholders, and external partners
 | * Operational budget Vs Plan
* Operational performance (KPIs) Vs plan
* Claims / Case performance Vs plan
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| **Member**Lead the team to continuously improve ways of working and contribute to MPS wide continuous improvement projects to drive operational efficiency and great member experiences and outcomes. Coordinate an audit framework and schedule that supports the proactive management of third parties and see that any audit outcomes are fed back, with appropriate actions developed and monitored.* 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.

Use Member Experience insight and MI/BI to inspire strategy and plans and ensure that teams put members at the heart of all they do.MC&C | * Net promoter score
* Complaints / root cause analysis
* Member feedback
* Member Experience Scores
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| **People*** Provide strong leadership to ensure the training, competence, performance and engagement of the team, ensuring they 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 employees.
* Provide coaching, guidance and technical support to colleagues and leaders to drive a quality service for members.
 | * Engagement Index Vs MPS
* Leadership Index Vs MPS
* Strong Talent and Succession Plans
* HR Metrics – attrition, absence
* Compliance with Training and Competence Schemes
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| **Risk**Lead the delivery of a risk-based audit framework and approach which analysis audit outcome and results, establishes root cause analysis and sets out recommendations for improvement.* Create an environment where the team recognise the importance of risk identification and management
* Identify and report risks and issues across MPS and by third party suppliers to enable resolution and mitigation of potential impact on MPS, members, and colleagues.
* Produce appropriate governance controls to manage and monitor performance to ensure that third party suppliers comply with service requirements and regulatory requirements (as applicable).
* Support the Head of Governance to ensure that all learnings are used to drive improved performance; influence policy/procedural improvements; with learnings fed back to business area owners and into the cases and claims handling delivery.
* Offer meaningful decision points to MC&C governance forums to ensure that MPS operates within risk appetite, and decision makers are fully informed and equipped as to where financial opportunities exist.
* Provide support and guidance on third party service provision to support Health Care Protection and Discretionary Services.
 | * Risk & Control Self- Assessments
* Audit Actions
* QA Outcomes
* External auditing metrics
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| **Responsibilities (RACI)** |
| * Input (and deputise where appropriate) recommendations for improvement/change into appropriate internal Committee forums and continued development of the Governance framework ensuring that Third Party Requirements are met and fully documented.
* 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
* Act as a technical point of liaison with colleagues within the teams and internal/external stakeholders
* Attend governance meetings or forums and deputise at Level 3 committee meetings within MC&C and wider MPS, as required and maintain and develop internal and external networks.
* 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** |
| Ensure there is appropriate governance in place to support the Third-Party Management function of the Governance Team.  |

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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 Organisation |

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| **Knowledge and Qualifications** | **Skills** | **Experience** |
| * Educated to degree level or equivalent experience
* Understanding of products and policies and needs of member
* Fully registered and licensed with the recognised regulator (SRA, CILEX)
* Knowledge of developments both in medicine and relevant law, regulations, policies and procedures.
 | * Coaching & Training
* Technical knowledge
* Managing internal and external stakeholders
* Resource planning and productivity management
* Change management
* Continuous improvement.
 | * Extensive leadership and people management experience in multi – disciplinary teams
* Strong operational management experience preferably in a progressive medical malpractice and /or insurance or other regulatory environment Case / Claims management / handling of complex cases within the relevant jurisdiction
* Strong customer service / member management background
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| * Post graduate level (or equivalent experience)
* Professional legal qualification
* Chartered Insurance Institute (CII) qualified (over time may become an essential requirement of the role)
* Strong knowledge in MC&C processes and procedures
 | * Third Party service delivery
* Lean (green belt or equivalent) / root cause analysis trained
* Ability to conduct and hold commercial interactions with membership/ liaising with commercial marketing and sales in relation to product development and Insight
 | * Insurance / regulatory environment
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