|  |  |  |  |
| --- | --- | --- | --- |
| **Role title:** | Complaints Handler | **Responsible to:** | Complaints Lead |
| **Division:** | Member Protection & Support | **Department:** | Complaints |
| **Direct Reports and Level:** |  | **Scope:** | Complaints services across MPS provided to members |
| **Scale:** | TBC People  £TBC Budget  £TBC income |
| **Regulated Function(s) Held:** | Yes/No |
| **Evaluation Level** | Core/Implement | **Role Family** |  |

|  |
| --- |
| **Overall Role Purpose** |
| The purpose of the role is to manage, investigate, resolve and respond to all Member complaints in a professional and timely manner, complying with all MPS procedures and guidelines. This will ensure we are achieving the best outcomes for our members through complaints resolution. |

|  |  |
| --- | --- |
| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational as a member of the Member Protection and Support team**   * Ensure all complaints are logged, managed and resolved to all pre agreed quality standards and productivity measures * Work with line manager to ensure all department operational metrics are achieved by collating daily/weekly/monthly statistics on volumes and trends whilst offering ideas for improvement * Support and embrace change programmes to maximise efficiency, quality, performance and capability of the function * Contribute to team engagement and develop cohesive working relationships across all business areas to drive improvement | * Performance against KPIs |
| **Financial**   * Demonstrate correct use of redress to Members ensuring this is proportionate to complaint outcome by evidencing this in the complaint rationale | * Redress amounts Vs plan * Redress within individual limits |
| **Member**   * Ensure that where possible complaints situations are turned into positive Member Outcomes * Evidence correct complaint outcome in all complaints, ensuring all stages of the complaint are recorded in the complaints system with clear rationale * Be proactive and accurate in the logging of feedback to relevant business areas to demonstrate we are accurately learning from our complaints | * Complaints / root cause analysis * Net promoter score * Member feedback |
| **People**   * Support your colleagues in other business areas by being the subject matter expert and technical referral point on all complaint handling activity * Remain upto date on all policy and procedural updates to requirements of complaint handling * Own your performance and development by ensuring competence is maintained and your personal development plan is upto date | * Evidence of own competence via 1 to 1 discussions * PDP |
| **Risk**   * Adhere to all regulatory requirements and MPS policy and procedures in the management of complaints * Ensure that all risks identified are escalated so that root cause analysis can be performed and remedial action taken | * QA Outcomes |

|  |
| --- |
| **Responsibilities (RACI)** |
| * Working consistently with colleagues to ensure best Complaints solutions are achieved and ensuring that complaints are handled in compliance with all relevant UK and International legislation. * Act as a knowledgeable and effective technical expert for the Complaints team and wider management teams * Develop and maintain high levels of technical MPS operating knowledge by building own knowledge and contributing to team knowledge and business wide knowledge * Collate and maintain management information of settled complaints to facilitate estimating and identification of trends * Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role. |

|  |
| --- |
| **Key Governance Responsibilities** |
| • TBC – governance forums within MP&S and wider MPS |

|  |  |
| --- | --- |
| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability | Leading Self |
| Influencing Others | Leading Self |
| Collaborating | Leading Self |
| Leading Self and Others | Leading Self |
| Commercial and Risk | Leading Self |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Educated to Degree Level or equivalent | * Clear and effective communication skills, both verbal and written * Excellent organisational skills, able to priorities key tasks and focus on delivering them * Ability to analyse data | * Extensive experience in operating within a complaint handling environment * Experience of working in a regulated insurance, financial services, investment or banking sector |
| **Desirable** | * Relevant professional qualification |  |  |