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| **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** |  |

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| **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. |

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

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| **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 |

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|  | **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
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