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| **Role title:** | Medical Director | **Responsible to:** | Chief Member Officer  |
| **Division:** | Member Engagement | **Department:** | Member Engagement |
| **Direct Reports and Level:** | Matrix Management of Deputy Medical Director (s) | **Scope:** |  |
| **Scale:** | Matrix management of TBC£TBC Budget£TBC income |
| **Regulated Function(s) Held:** | No  |
| **Evaluation Level** | Translate  | **Role Family** | Leadership  |

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| **Overall Role Purpose** |
| To be the highly visible Medical face of MPS for key external stakeholders, members and healthcare leaders by representing and promoting the MPS member service, engaging with them and providing voice of the member insight to colleagues across MPS to increase engagement in relation to our Medical Protection and Healthcare Protection brands, resulting in strategic plans which are aligned with the global changing healthcare environments.To assist the Chief Member Officer in ensuring the needs and interests of members are promoted across the organisation. |
| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Strategic Leadership** * Provide leadership across MPS to deliver on the overall corporate strategy, strategic priorities, business performance, and leadership of teams that reinforces the desired culture.
* Play a key role in developing the business development and key stakeholder engagement plan and act as an ambassador engaging and influencing key stakeholders, industry leaders, healthcare organisations and members to ensure delivery of the plans.
* Work closely with other leaders in the Member Engagement division to ensure high quality content in MPS educational and other communications.
* Provide member and market insights to internal stakeholders to ensure that MPS’s strategic direction is aligned with the changing landscape of healthcare across all segments and regions
* Inform the development of MPS’s products and proposition by ensuring the relevant teams are kept up to date on latest advancements in the global healthcare market
* Provide clinical leadership to the medicolegal teams and case and claims management functions working with the MC&C team to build competence in current clinical knowledge to ensure members receive advice they trust and value.
 | * Financial sustainability Vs plan
* Financial performance Vs plan
* Corporate Plan Vs plan
* Strategic priorities Vs plan
* Division Plan Vs plan
* Council feedback.
* Market share Vs plan
* MP&S colleague competence Vs Competence framework
* Feedback from ExCo
 |
| **Financial*** Contribute to the setting of Divisional operational budgets ensuring an efficient and effective operating model which minimises cost and maximises financial sustainability without compromising the member experience.
* Contribute to the increase in member numbers against plan across key areas as identified by the Chief Commercial Officers by acting as an ambassador engaging with key stakeholders, industry leaders, healthcare organisations and members via meetings, conferences, events, face to face, webinars, media and PR.
 | * Member numbers Vs plan
* Cost of service Vs plan
* Net promoter score against target
* Written income Vs plan
* Cost of sales Vs plan
* Net Promoter Score against target
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| **Member*** Represent the member voice in the building of strategy and plans across the organisation to ensure that teams put members at the heart of all they do
* Support decision making in key internal governance meetings to ensure clinical input is considered on matters impacting members; for high profile cases ensure the reputation of MPS is protected
* Support the strategic development and execution of stakeholder plans in order to build a strong pipeline of acquisition leads, maximise B2B/B2G business opportunities by influencing key decision and policy makers across Government Bodies, Healthcare Institutions, Companies and Associations
* Support the Chair of the Medical Committee in the execution of their accountabilities ensuring clinical matters within the terms of reference of the meetings are managed as required.
 | * B2B/B2G Pipeline conversion Vs plan
* Win back Vs plan
* Conversion / retention targets Vs plan
* Feedback from Chair of Medical Board Feedback from Chair of Governance meetings
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| **People*** Lead the setting of professional standards within the medicolegal community globally across MPS, maintaining an effective understanding of professional knowledge/ best practice in order to promote high performance and an effective service for our members
* Working with the CMO and deputy medical director (s) to ensure the effective contribution of the medicolegal community to the wider organisation
* Contribute to the building of a strong pipeline of talent and succession for the benefit of MPS which will create meaningful career paths thereby mitigating workforce planning risks and maximises the performance and potential of employees.
* Key role in developing and delivering the country engagement strategy. Identifying, recruiting and re-contracting with where necessary the in-country experts and coordinating the activity of the UK based country experts.
 | * Strong Talent and Succession Plans
* HR Metrics – attrition, absence
* Compliance with Training and Competence Schemes
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| **Risk*** Assist in the creation of an environment where all colleagues in the Division recognise the importance of risk identification and management
* Input into appropriate business processes and controls to manage the Division within risk appetite; comply with policies and regulatory requirements (as applicable).
* Contribute to education of members as required through such things as webinars, conferences, all types of publications and articles, risk protection in order to improve the risk profile and thus lifetime value of individual members and corporates.
 | * Risk & Control Self- Assessments
* Audit Actions
* Feedback from the Chief Risk Officer
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| **Responsibilities (RACI)** |
| * Offer meaningful decision points to MPS governance forums to ensure that MPS operates within risk appetite, and decision makers are fully informed and equipped as to where financial opportunities exist.
* Identify specific engagement opportunities with members and maintain informal professional networks.
* Coordinate other Medicolegal Leads based in the UK and around the world to ensure that all activity is aligned to the country strategies and results in cohesive executive of the strategy.
* As the healthcare and risk management landscape continually changes, keep abreast of evolving legislation and best practice
* Ensure the medicolegal team is being utilised effectively across all areas of the business to ensure that MPS maintains a strong foundation with the medico/dentolegal expertise
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| **Key Governance Responsibilities** |
| * Medical Committee
* Tbc – subject to the review of the company governance.
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading the Organisation  |
| Building Capability in and Others | Leading Others  |
| Influencing Others | Leading the Organisation  |
| Collaborating for results | Leading the Organisation |
| Leading Self and Others | Leading Others  |
| Commercial and Risk Thinking | Leading the Organisation |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Registered Medical Practitioner with a licence to practice.
* Educated to a postgraduate degree standard or equivalent
 | * Management and influencing of senior stakeholders across Governments, Healthcare, Businesses and Associations / Bodies.
* Presentational / conference lead
* Writing for publications / webinars
 | * Transformational leadership – in a progressive business environment
* Experience of healthcare / medical indemnity products
* Experience of medical malpractice in claims and Case management
* Global stakeholder management
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| **Desirable** | * Existing and new insurance and healthcare regulations around the world
 | * Negotiation / business development
 | * Demonstrate emotional intelligence to recognise the level and type of people required to build the business.
* Experience of financial services / insurance in a regulated environment
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