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| **Role title:** | Legal Adviser | **Responsible to:** | Lead Legal Adviser |
| **Division:** | Member Cases and Claims | **Department:** | Legal Services  |
| **Direct Reports and Level:** | None  | **Scope:** | Legal Services for members in the defence of Regulatory, Inquest and Disciplinary proceedings |
| **Scale:** | N/A |
| **Regulated Function(s) Held:** | Regulated by SRA.Regulated – if working within the context of the Insurance Capability Product. |
| **Evaluation Level** |  | **Role Family** | Legal |

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| **Overall Role Purpose** |
| The Member Cases and Claims Division is at the forefront of protecting the careers, reputation and financial risk of our members worldwide. The purpose of the role is to provide an efficient and effective legal service for members consisting primarily in the defence of Regulatory, Inquest and local Disciplinary proceedings (‘Cases’), which is trusted and valued and provides fair treatment and outcomes. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational Service Delivery*** Support the delivery of the MC&C strategy and contribute to the development and delivery of the Legal Services strategy to plan, cost and quality
* As part of a multi-disciplinary Case Management Team, proactively manage Cases from acceptance of instructions to resolution; acting in accordance with any relevant legislation, procedural rules and applicable guidance; complying with internal policies; and applying the principles of justice and equity to ensure fair outcomes for members.
* Manage Cases in a cost effective and proportionate way to ensure the best use of the membership fund.
* Support assigned projects/initiatives ensuring delivery of projects to time, cost and quality and that can demonstrate a return on investment
 | * Corporate Strategic priorities Vs plan
* Division Plan delivery Vs plan
* Delivery of projects to plan
* Financial performance Vs plan
* Operational Metrics vs SLAs
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| **Financial*** Manage and minimise all spend incurred in serving members to reduce the financial expenditure of MP&S in relation to third party spend and all other Cases related expenditure.
* Support the delivery of the Legal Services objective to retain work internally and reduce the use of external Panel firms, ensuring a cost effective and efficient service in accordance with legal processes.
 | * Operational budget Vs Plan
* Member numbers Vs plan
* Income Vs plan
* Retention targets delivered Vs plan
* Fees paid to external legal service providers vs plan
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| **Member*** Manage, in conjunction with the Lead Legal Adviser, informal complaints/expressions of dissatisfaction to achieve first touch resolution for our members in accordance with policy standards and process ensuring fair outcomes for members and the membership fund
* Seek opportunities to continuously improve ways of working and contribute to team, department and divisional continuous improvement projects aimed to drive operational efficiency, deliver on KPIs, financial targets and great member experience and outcome.
* Deliver, at all times, fair treatment and outcomes for members and compliance with associated policies and standards set out by Council, its committees and delegated authorities
* Using the most appropriate channel of communications, keep members regularly informed ensuring the advice and support reflects policy, relevant codes of practice, is technically accurate and with outcomes delivered in a professional and empathetic manner.
 | * Net promoter score
* Member satisfaction survey results vs plan
* Member/stakeholder feedback
* Operational Metrics vs SLAs
* Complaints metrics Vs plan
* Quality monitoring / Outcomes testing scores / compliance testing and internal audit scores
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| **People*** Take accountability for own CPD, training, competence, performance and engagement of self and colleagues, ensuring clarity on own accountabilities and comply with all law, governance, policy standards and processes.
* Take learnings from all Quality Monitoring, Outcome Testing and Audit results to enhance own performance and quality service and outcomes for members
* Build key relationships with internal and external stakeholders as necessary, liaising on Cases to enhance quality service and outcomes for members
* Support and encourage the continuous development of people within MC&C, providing coaching and guidance as required.
* Take an active role in promoting a more inclusive environment, which aligns with our commitment to celebrate and promote diversity.
 | * Compliance with Training and Competence Schemes
* Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan
* Quality monitoring / Outcomes testing scores / compliance testing and internal audit scores
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| **Risk*** Identify and report risks and issues identified within Legal Services to enable resolution and mitigation of potential impact on MPS, members and colleagues.
* Adhere to business processes and controls which are in place to manage the Department within risk appetite; comply with policies and regulatory requirements (as applicable)
* Make key Cases handling decisions and use own judgement on when to escalate matters while balancing the interests of the member and the membership fund
* Comply with applicable professional ethical guidance, external regulation and all relevant internal policy and procedures, including those relating to health and safety, data protection, IT security and all those contained within the Staff Handbook.
 | * Risk & Control Self- Assessments
* QA Audit Actions
* Claims handling quality
* Internal and External audit outcomes
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| **Responsibilities (RACI)** |
| * To deliver team and individual targets to ensure they are consistently met and exceeded in accordance with MPS Values.
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| **Key Governance Responsibilities** |
| * TBC – governance forums within MPS&S and wider MPS
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Self |
| Collaborating for Results | Leading Self |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking  | Leading Self |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Educated to a degree standard or equivalent
* Practising Solicitor, qualified member of CILEX or barrister with relevant experience
 | * Expertise to take a proactive and strategic approach to Cases management
* Excellent verbal/written communication and inter- personal skills
 | * Healthcare regulatory/coronial/disciplinary proceedings
* IT literate, with practical experience of using IT as a case management tool
* Determining the cost-effective nature and extent of any investigation required and competently set and implement case strategy through to resolution.
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| **Desirable** | * Post graduate qualification or equivalent
 |  | * Financial services / insurance regulated environment
* Quality assurance/ audit of clinical negligence cases
* Managing internal/external stakeholders
* Experience of managing a caseload of regulatory healthcare matters
* Experience in a clinical negligence claims environment
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