

SALARY	£19,595 increasing to £21,073 following 3-month probation period
LOCATION	Leeds
WORKING PATTERN	Full time (37.5 hours per week), Hybrid
DEPARTMENT	Direct Sales and Service

PURPOSE

The Direct Sales and Service division provides excellent contact centre services for members which is trusted and valued and provides fair treatment and outcomes. The purpose of the role is to deliver excellent member service through multiple communication channels for existing and prospective members.

ACCOUNTABILITIES & RESPONSIBILITIES

Operational

- Support the delivery of the Direct Sales and Service strategy to plan, cost and quality by meeting key performance targets, quality standards and financial targets
- Assist and advise members to ensure an efficient member service, escalating technical or advice matters as required and using such opportunities to build confidence and competence in role
- Achieve SLAs, KPIs and compliance performance objectives

Financial

- Promote cost saving efficiency within the department and to our stakeholders by adopting a culture for continuous improvement
- If applicable, deal with payments related activity promptly including subscription collections, refunds, escalated referrals, income audits and arrears management. Use of online payment system.
- Support financials through efficient service, call and workflow adherence with appropriate use of resources

Member

- Take ownership of member enquiries and requests for assistance – acting as a “member champion” - to manage them through to earliest possible conclusion with all issues raised addressed accurately and in full.
- Provide a high standard of member engagement/care/excellence skills to provide quality member experience on every interaction

JOB DESCRIPTION

- Act as first point of reference for complaint/dispute resolution, referral criteria and delegated underwriting authorities with the MPS Risk teams
- Ensure that the membership database is updated correctly in order to reflect each individual member's circumstances in response to the information received
- Work with line management to facilitate successful implementation and delivery of member data integrity and collection initiatives
- Ensure any expression of dissatisfaction is reported in line with root cause analysis and continuous improvement requirement
- Promote advocacy by the reinforcement of MPS products and services to existing, new and prospective members.

People

- Take personal accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, policy standards and processes.
- Proactively engage with other team members, promoting a positive team environment
- Proactively engage in people processes e.g. 121s, team meetings

Risk

- Identify and report risks and issues identified within Direct Sales and Service and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues.
- Comply with all audit and regulatory/legislative policies, procedures and regulations.
- Comply with applicable professional ethical guidance and all relevant internal rules, policy and procedures, including those relating to Health and Safety, Data Protection, IT Security and all those contained within the issued Staff Handbook

Other

- Take ownership of member enquiries and requests for assistance – acting as a “Member champion” - to manage them through to earliest possible conclusion with all issues raised addressed accurately and in full.
- Ensure that the membership database is updated correctly in order to reflect each individual member's circumstances in response to the information received, in order to maintain the efficient running of the Department. Work with line management to facilitate successful implementation and delivery of member data integrity and collection initiatives
- Ensure MPS values are consistently demonstrated
- Be accountable for own and departmental KPIs
- Build relationships with internal colleagues and members

- Provide cross departmental support where required to ensure KPIs are met and service standards are maintained
- Undertaking other duties and tasks that are appropriate to the level or role that may be required

PERSON SPECIFICATION

Knowledge & Qualifications

- A minimum of 4 GCSEs or equivalent (Grade A-C) including English language and mathematics
- Knowledge of Medical and Dental terminology (*)

Skills

- Excellent oral, written and interpersonal skills, able to demonstrate empathy and manage difficult conversations
- Strong attention to detail to spot errors that could cause rework / reputational damage
- Competent in computer / system use

Experience

- Customer service / member management
- Experience of working in a team environment
- Experience in healthcare, insurance or legal background (*)

All points marked with (*) are desirable and are not essential to the position.

We welcome applicants from all backgrounds, and we encourage you to apply even if you feel you do not match 100% of the technical requirements. Medical Protection Society prides itself in being a collaborative, forward-thinking and inclusive employer where everyone can be themselves and embrace each other's unique individuality, background or heritage.