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| **Role title:** | Head of Outcome Testing | **Responsible to:** | Executive Director – Member Protection and Support |
| **Division:** | Member Protection & Support | **Department:** | Quality Assurance |
| **Direct Reports and Level:** | TBC direct reports  | **Scope:** | MPS – UK and International. For insurance and discretionary products.  |
| **Scale:** | TBC PeopleTBC BudgetTBC income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | TBC  | **Role Family** | TBC |

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| **Overall Role Purpose** |
| The purpose of this role is to establish and lead the Outcome testing function providing first line assurance across MPS that the organisation’s processes are operating efficiently, providing good member outcomes and is compliant with relevant rules and regulations. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational Leadership** * Define and deliver the MPS Outcome testing strategy ensuring that activities comply with the necessary regulatory and legal standards and are in accordance with policy standards and risk frameworks set by Council.
* Provide leadership and challenge across MPS on Outcome testing best practices to ensure alignment and support to deliver on the overall MPS corporate strategy and operational business performance.
* Through the use of Outcome testing expertise become a trusted advisor by providing advice, guidance and training to colleagues and influencing stakeholder buy-in for new assurance strategies.
 | * Audits completed Vs plan
* MP&S engagement index vs plan
* MP&S leadership index vs plan
* QA Governance framework in place and being actively managed
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| **Financial*** Work with MP&S leaders to set and deliver the budget ensuring an efficient and effective Outcome testing function for members ensuring adequate controls that meet regulatory and internal standards
* Lead the development and on-going management of operational metrics which drives for an effective and efficient Outcome testing function
* Define and implement the provision of MI and reports to ensure proper maintenance of QA data for internal stakeholders, external partners and NHSR and/or their gatekeeper.
 | * MP&S operational budget vs plan
* Deliver Outcome testing operational MI Vs Plan
* QA metrics and reporting produced to standard by SLA
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| **Member*** Develop and deliver all necessary systems, policies and procedures which enable value for money for members.
* Lead on the management of Outcome testing to ensure fair treatment and outcomes for members and compliance with associated policies and regulatory standards set.
* Establish a culture and capability in Lean / continuous improvement to drive operational efficiency and great member experiences and outcomes
* Use Member Experience insight to influence strategy and plans and ensure that teams put members at the heart of all they do.
 | * Internal Audit findings
* Net promoter score
* Member Experience Vs plan
* Member feedback
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| **People*** Provide strong leadership to ensure the training, competence, performance and engagement of all employees who are focussed on delivering for members, have clarity on their accountabilities and comply with all governance, policy standards and processes.
* Build a strong pipeline of talent and succession across the Outcome testing team for the benefit of MPS which will mitigate workforce planning risks and maximises the performance and potential of employees.
 | * Engagement Index Vs MPS
* Leadership Index Vs MPS
* Strong Talent and Succession Plans
* HR Metrics – attrition, absence
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| **Risk*** Create an environment where all colleagues in Outcome testing recognise the importance of risk identification and management
* Ensure appropriate business processes and controls are in place to manage the assurance within risk appetite; comply with policies and regulatory requirements (as applicable)
* Oversee systems for monitoring and reporting accurate and timely Outcome testing metrics providing insight for governance bodies such as reserving, underwriting and reinsurance.
 | * Risk & Control Self- Assessments
* Audit Actions
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| **Responsibilities (RACI)** |
| * Execute the quality assurance plan by directing and reviewing work performed by the team, ensuring reviews are completed to a high standard and on a timely basis.
* Continually improve the quality assurance framework and approach, with appropriate alignment to testing and reviews performed by other parties such as Risk & Compliance and Internal Audit to ensure consistency and best use of resources.
* Manage stakeholder engagement by building professional relationships across the business.
* Plan and implement the annual quality audit plan, providing risk management expertise and working with senior stakeholders to ensure operational infrastructure operates effectively and that robust systems are in place.
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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 |  |
| Building Capability |  |
| Influencing Others |  |
| Collaborating |  |
| Leading Self and Others |  |
| Commercial and Risk |  |

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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
 | * Experience in leading a team
* Experience of establishing teams and delivering change
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| **Desirable** | * Relevant professional qualification
* Medical / dental qualified
 |  | * Extensive experience of leading a Quality Assurance function in a regulated insurance, financial services, investment or banking sector
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