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| **Role title:** | Corporate Services Assistant  | **Responsible to:** | Administration Services Team Lead |
| **Division:** | Finance, Strategic Planning and Corporate Services | **Department:** | Corporate Services |
| **Direct Reports and Level:** | None | **Scope:** | Administration and Business Services - MPS |
| **Scale:** | £0 Budget |
| **Regulated Function(s):** | No |
| **Evaluation Level** | Core | **Role Family** | TBC |

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| **Overall Role Purpose** |
| To provide effective and efficient front of house reception, administration, health and safety and business services support via a centralised administration support service to all MPS Members and divisions ensuring service delivery excellence for members which is trusted and valued.  |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Support the development and delivery of the Administration and Business Services plan and strategy to an agreed standard meeting key performance targets, quality standards and financial targets.
* Comply with applicable professional ethical guidance and all relevant internal and external rules, policy and procedures, including those relating to Health & Safety, Data Protection, IT security and all those contained in MPS policies.
* Provide end to end Facilities support (such as reception duties, member meeting room maintenance and hospitality, incoming and outgoing post, visitor booking, management of stationery and supplies stock and administration) ensuring alignment and support to deliver on the defined SLA’s and service standards.
* Take ownership and be responsible for delivering operational facilities related KPIs, Standard Operating Procedures (SOPs) and other procedures which control site or office activity.
* Deliver effective and efficient office support to ensure safety, security and business continuity procedures (such as Risk Assessment and Method Statements (RAMS) and DSE Assessments) are followed to safeguard colleagues, visitors and contractors, following local office procedures as appropriate.
* Support the third-party supplier management activity, liaising with the on-site management company and contractors regarding maintenance and security procedures to ensure the office remains compliant.
 | * Operational Performance KPI’s Vs Plan
* Financial sustainability Vs plan
* Policy compliance and audit
* Stakeholder Feedback
* Helpdesk SLAs/Feedback
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| **Financial*** Promote cost saving efficiency within the department and to our stakeholders and adopt a culture for continuous improvement.
* Consider all spend within organisation policy and highlight any cost saving ideas to the leadership team.
* Creating and monitoring purchase orders and taking part in the accruals process including noting anomalies within flash report to enable actions in advance of accruals.
* Promote cost saving efficiency within the department and to our stakeholders and adopting a culture for continuous improvement.
 | * Operational budget Vs Plan
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| **Member*** Manage informal complaints and expressions of dissatisfaction from members in accordance with policy and process standards.
* Continuously improve ways of working and contribute to divisional / MPS-wide continuous improvement projects aimed to drive operational efficiency and great member experience and outcomes.
* Deliver fair treatment and outcomes for members and compliance with associated policies and standards set out by Council, its committees, and delegated authorities.
* Embed the necessary systems, policies and procedures which enable safe office environments, ensure that activities comply with the necessary regulatory and legal standards and deliver exceptional service for all stakeholders.
 | * Net promoter score
* Stakeholder feedback via helpdesk
* Helpdesk SLAs
* Member feedback
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| **People*** Take personal accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on accountabilities and compliance with MPS values, governance, policy standards and processes.
* Support colleagues both within own team and support learning interventions as part of the Academy to maximise the potential of all colleagues and the quality of our service to members.
* Take learnings from all Quality Monitoring and Outcome and Quality Assurance results to enhance own performance and quality service and outcomes for members.
* Work collaboratively with colleagues in Corporate Services and the wider team to achieve defined targets.
 | * Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan
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| **Risk*** Identify and report risks and issues identified within Corporate Services and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues.
* Contribute to an environment where all colleagues in Corporate Services recognise the importance of risk identification and management.
* Adhere to appropriate business processes and controls to comply with policies and regulatory requirements (as applicable).
* Comply with applicable professional ethical guidance and all relevant internal and external rules, policy and procedures, including those relating to Health & Safety, Data Protection, IT security and all those contained in MPS policies. Adheres to the business rules relevant to the role, which are subject to change from time to time.
* Administering and managing Risk Assessments
* Adhere to appropriate business processes and controls to comply with policies and regulatory requirements (as applicable).
 | * Risk & Control Self- Assessments
* Audit Actions
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| **Responsibilities (RACI)** |
| * Support the team to facilitate a timely and efficient response to members, colleagues and others helping the department to meet internal and external service level and performance targets.
* Ensure data integrity and completion of missing data with the CRM system where appropriate.
* Effective management of electronic/paper files in line with GDPR regulations.
* Input into the ‘Academy’ and continued development of competency frameworks and learning material – identifying training requirements.
* Provide cross departmental support where required to ensure KPIs are met, and service standards are maintained.
* Support the Group Facilities Operations Manager with the day-to-day operation of the site, including safety, security and maintenance.
* Carry out the applicable health and safety office evacuation policies and procedures as required.
* Carry out on site first aid and fire marshal support to colleagues and members in accordance with training and guidance.
* Build effective relationships with internal and external stakeholders to ensure effective service delivery and alignment to any agreed SLA’s.
* Monitoring adherence to policy and procedures; reporting this to relevant managers across the business and liaising to resolve breaches.
* Support on assigned MPS projects affecting MPS and roll out other projects/initiatives within Finance ensuring delivery of projects to time, cost and quality and that can demonstrate a return on investment.
* 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** |
| None |

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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking |  |
| Building Capability in Self and Others |  |
| Influencing Others |  |
| Collaborating for Results |  |
| Leading Self and Others |  |
| Commercial and Risk Thinking  |  |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Knowledge of general administration skills and reception duties
* First Aid
* Fire Warden
 | * Microsoft Office packages
* Able to communicate effectively
* Able to adapt to change
* Strong attention to detail to spot errors that could cause rework / reputational damage
* Proactive management of workload to pre-empt requirements from stakeholders
 | * Prior experience in operations support/Office administration/reception
* Experience of working to tight deadlines whilst producing consistently accurate work.
* Experience of working in a team environment.
* Managing confidential matters sensitively.
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| **Desirable** | * Working knowledge of protocols for claims and/or non-claims work
* Knowledge of Medical and Dental terminology.
* IOSH managing safely or similar
* DSE Assessment
 |  | * Experience in healthcare, insurance or legal background
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