

# ROLE PROFILE



<b>Role title:</b>	Legal Assistant (Cases Legal Team)	<b>Responsible to:</b>	Lead Legal Adviser
<b>Division:</b>	Member Cases and Claims	<b>Department:</b>	Legal Services
<b>Direct Reports and Level:</b>	None	<b>Scope:</b>	Legal Services provided to members relating to their medical malpractice
		<b>Scale:</b>	N/A
		<b>Regulated Function(s) Held:</b>	No
<b>Evaluation Level</b>	Core 1	<b>Role Family</b>	Legal

## 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 support the L1 and L2 Legal Advisers in the provision of excellent legal services 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.

Accountabilities (RACI)	Measures of Success/KPI's
<b>Service Delivery</b> <ul style="list-style-type: none"> <li>Support the delivery of the MP&amp;S strategy and contribute to the development and delivery of the Legal Services strategy to plan, cost and quality</li> <li>Support Legal Advisers with and/or proactively manage Cases from acceptance of new requests for legal assistance and/or representation until 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 and the membership fund</li> <li>Support assigned projects/initiatives ensuring delivery of projects to time, cost and quality and that can demonstrate a return on investment</li> </ul>	<ul style="list-style-type: none"> <li>Corporate Strategic priorities Vs plan</li> <li>Division Plan delivery Vs plan</li> <li>Delivery of projects to plan</li> <li>Financial performance Vs plan</li> <li>Operational Metrics vs SLAs</li> </ul>
<b>Financial</b> <ul style="list-style-type: none"> <li>Support the minimisation of all unnecessary spend incurred in serving members; particularly in relation to external spend, third party costs and personal expenditure.</li> <li>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.</li> <li>Minimise case costs through proactively managing deadlines and the expectations of members, experts and Counsel.</li> </ul>	<ul style="list-style-type: none"> <li>Operational budget Vs Plan</li> <li>Member numbers Vs plan</li> <li>Income Vs plan</li> <li>Retention targets delivered Vs plan</li> <li>Fees paid to external legal service providers vs plan</li> </ul>
<b>Member</b> <ul style="list-style-type: none"> <li>Manage informal complaints / expressions of dissatisfaction to achieve first touch resolution for our members and in accordance with policy standards and process ensuring fair outcomes for members and the membership fund</li> <li>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.</li> <li>Support the Legal Advisers to deliver fair treatment and outcomes for members and compliance with associated policies and standards set out by Council, its committees and delegated authorities</li> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>Net promoter score</li> <li>Member satisfaction survey results vs plan</li> <li>Member/stakeholder feedback</li> <li>Operational Metrics vs SLAs</li> <li>Complaints metrics Vs plan</li> <li>Quality monitoring / Outcomes testing scores / compliance testing and internal audit scores</li> </ul>

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 Date of last review: August 2022  
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<b>People</b> <ul style="list-style-type: none"> <li>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.</li> <li>Take learnings from any Quality Monitoring, Outcome Testing and Audit results to enhance own performance and quality service and outcomes for members</li> <li>Build key relationships with internal and external stakeholders (members, experts, counsel and other third parties) as required, liaising on cases to enhance quality service and outcomes for members</li> <li>Take an active role in promoting a more inclusive environment, which aligns with our commitment to celebrate and promote diversity.</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Compliance with Training and Competence Schemes</li> <li>Delivery of Personal Development Plan to plan</li> <li>One to one / performance review meetings Vs Plan</li> <li>Quality monitoring / Outcomes testing scores / compliance testing and internal audit scores</li> </ul>
<b>Risk</b> <ul style="list-style-type: none"> <li>Identify and report risks and issues identified within Legal Services to enable resolution and mitigation of potential impact on MPS, members and colleagues.</li> <li>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)</li> <li>Accurately maintain all electronic case files; prepare core documentation and attendance notes; obtain medical records and manage all disclosure issues and prepare cases for closure. Always balance member needs with the need to preserve the membership fund. Use own judgement on when to escalate matters</li> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>Risk &amp; Control Self-Assessments</li> <li>QA Audit Actions</li> <li>Claims handling quality</li> <li>Internal and External audit outcomes</li> </ul>

<b>Responsibilities (RACI)</b>
<ul style="list-style-type: none"> <li>To deliver team and individual targets to ensure they are consistently met and exceeded in accordance with MPS Values.</li> <li>Undertaking other duties and tasks that from time to time that may be allocated to the role holder that are appropriate to the level or role.</li> </ul>

<b>Key Governance Responsibilities</b>
Governance forums within MPS&S and wider MPS

<b>Leadership Framework Competencies</b>	<b>Level</b>
Fresh Thinking	Leading Self
Building Capability in Self and Others	Leading Self
Influencing Others	Leading Self
Collaborating for Results	Leading Self
Leading Self and Others	Leading Self
Commercial and Risk Thinking	Leading Self

	<b>Knowledge and Qualifications</b>	<b>Skills</b>	<b>Experience</b>
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<b>Essential</b>	<ul style="list-style-type: none"> <li>• Educated to a degree standard or equivalent</li> </ul>	<p>Excellent verbal/written communication and interpersonal skills</p>	<ul style="list-style-type: none"> <li>• Working in a legal or claims environment</li> <li>• Assisting in the management of regulatory matters or litigated clinical negligence claims</li> <li>• IT literate, with practical experience of using IT as a case management tool</li> <li>• Proven understanding of the CPR and the litigation process</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Law Degree &amp; LPC or CILEX qualified</li> <li>• Membership to the Institute of Paralegals</li> </ul>		<ul style="list-style-type: none"> <li>• Knowledge of medical terminology</li> <li>• Experience in an insurance / regulatory environment</li> <li>• Experience in strong customer service / member management background</li> <li>• Managing a caseload of regulatory matters or clinical negligence claims</li> </ul>

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