|  |  |  |  |
| --- | --- | --- | --- |
| **Role title:** | Education Development Lead | **Responsible to:** | Head of Risk Prevention Services |
| **Division:** | Business Development & Engagement | **Department:** | Risk Prevention Services |
| **Direct Reports and Level:** | XX direct reports  *TBC once Evolve structures have been finalised* | **Scope:** | Risk Prevention Product And Consulting Service Development – globally |
| **Scale:** | XX People  £xxx Budget  £xxx income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Guide | **Role Family** | Technical |

|  |
| --- |
| **Overall Role Purpose** |
| Lead the Risk Prevention Education Development team in the creation and development of industry leading Risk Prevention content and service design applicable to both individual clinicians’ professional development needs and organisation-wide programmes for hospitals and medical and dental practices. The focus of this role is on education development and delivery, particularly with regards to use of digital capability, to maximise market share and deliver targeted written income and member numbers worldwide. |

|  |  |
| --- | --- |
| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational Leadership**   * Provide leadership across Risk Prevention Services and in particular in the Risk Prevention Education Development team to deliver on the overall corporate strategy, business performance, leadership of teams in order to reinforce the desired culture and delivery of strategic priorities. * Contribute to the development and delivery of the Risk Prevention Services strategy to plan, cost and quality * Lead on assigned Risk Prevention Services projects affecting MPS wide and roll out other projects/initiatives within the Risk Prevention Development team ensuring delivery of projects to time, cost and quality and that can demonstrate a return on investment * Develop and utilise knowledge of competitor activities to inform the insights, product and proposition teams to ensure currency of knowledge and understanding | * Financial sustainability Vs plan * Financial performance Vs plan * Risk Prevention Strategic priorities Vs plan * Risk Prevention engagement index Vs plan * Risk Prevention leadership index Vs plan * Departmental Plan Vs plan * Delivery of projects to plan * Delivery of people plans vs plan |
| **Financial**   * Work with other Risk Prevention Services leaders to set and deliver the budget ensuring an efficient and effective Risk Prevention Education Development operating model, which minimises cost and maximises financial sustainability without compromising the member experience. * Education Ensure that all spend is managed within organisation policy reporting on variance to budget to the Head of Risk Prevention Services | * Operational budget Vs Plan * Member numbers Vs plan * Income Vs plan * Retention targets delivered Vs plan * Operational budget Vs Plan * Return on investment in RP Vs plan |
| **Member**   * Monitor and provide robust challenge of emerging risks and issues arising from risk prevention activities which fail to deliver appropriate and consistent outcomes for members or are likely to have a material adverse effect on the Group, its operation or financial security * Establish a culture and capability in Lean / continuous improvement to drive operational efficiency and great member experiences and outcomes. * Develop and utilise knowledge of developments in healthcare, market and member segments and inform the Risk Prevention Development team to ensure currency of knowledge and understanding | * Net promoter score * Member Experience SLA’s Vs plan * Brand awareness * Participant and client satisfaction |
| **People**   * Provide strong leadership to the Risk Prevention Education Development team 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 diverse talent and succession across the Risk Prevention Education Development team for the benefit of MPS which will mitigate workforce planning risks, embraces diversity and maximises the performance and potential of employees. | * Risk Prevention Engagement Index Vs MPS * Risk Prevention Leadership Index Vs MPS * Strong Talent and Succession Plans * HR Metrics – attrition, absence * Compliance with Training and Competence Schemes |
| **Risk**   * Identify and report risks and issues identified within Risk Prevention Services and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues. * Create an environment where all colleagues recognise the importance of risk identification and management * Ensure appropriate business processes and controls are in place to manage the team within risk appetite; comply with policies and regulatory requirements (as applicable). | * Risk & Control Self- Assessments * Audit Actions |

|  |
| --- |
| **Responsibilities (RACI)** |
| * In collaboration with internal and external stakeholders, implement a risk management development plan that aligns to corporate, departmental and country strategy, including development and oversight of development budget * Develop education courses and consulting services, including production of videos, workbooks and elearning modules. * Training of the presenting faculty in content * Maintain and apply industry leading expertise in education development and delivery, particularly with regards to use of new digital capability * Evaluation of education courses and consulting services to ensure they meet intended outcomes, and high levels of participant and client satisfaction |

|  |
| --- |
| **Key Governance Responsibilities** |
| * Not applicable |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Educated to degree standard or equivalent | * Identify and analyse individual and organisational learning and training needs * Course writing * Design of organisation wide programmes * Project management * Management of materials production including videos * Collaboration with internal and external experts, and presenting faculty * Research, Analysis and evaluation * Train presenters in content * Change management and continuous improvement * Resource and budget planning * Risk identification and mitigation | * Transformational leadership – in a progressive business environment * Developing and delivering education for international audiences * Digital education development and delivery across all modalities (face-to-face, blended and digital |
| **Desirable** | Medicine, dentistry, nursing or allied health  Qualification or experience in one or more of:   * Risk management * Patient safety * Education / teaching |  | * Practicing clinician, preferably in a hospital setting * Working for a commercial education provider, or within a commercial organisation * Implementing organisation wide change projects |