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| **Role title:** | Litigation Assistant | **Responsible to:** | Team leader – Legal Assistants |
| **Division:** | Member Protection & Support | **Department:** | Legal Services  |
| **Direct Reports and Level:** | None  | **Scope:** | Legal Services provided to members relating to their medical malpractice  |
| **Scale:** | N/A |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Core | **Role Family** | Business Support |

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| **Overall Role Purpose** |
| The Member Protection and Support 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 Litigation Solicitors in the provision of excellent legal services for members, consisting primarily in the defence of litigated clinical negligence claims, which is trusted and valued and provides fair treatment and outcomes. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Service Delivery*** Support the delivery of the MP&S strategy and contribute to the development and delivery of the Legal Services strategy to plan, cost and quality
* Support litigation solicitors with clinical negligence claims from service of proceedings to resolution in accordance with the Clinical Disputes Protocol/Civil Procedure Rules, principles of justice and equity and ensure fair outcomes for members, the membership fund and compliance with internal policies
* Support assigned projects/initiatives ensuring delivery of projects to time, cost and quality and that can demonstrate a return on investment
 | * Corporate Strategic priorities Vs plan
* Division Plan delivery Vs plan
* Delivery of projects to plan
* Financial performance Vs plan
* Operational Metrics vs SLAs
 |
| **Financial*** Support the minimisation of all spend incurred serving members in relation to: external spend; claimant and defence costs, damages, apportionment issues and personal expenditure.
* 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.
* Minimise case costs through proactively managing estimates, challenging costs and invoices from all third parties
 | * Operational budget Vs Plan
* Member numbers Vs plan
* Income Vs plan
* Retention targets delivered Vs plan
* Fees paid to external legal service providers vs plan
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| **Member*** 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
* 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.
* Support the litigation solicitors to deliver fair treatment and outcomes for members and compliance with associated policies and standards set out by Council, its committees and delegated authorities
* 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.

  | * Net promoter score
* Member satisfaction survey results vs plan
* Member/stakeholder feedback
* Operational Metrics vs SLAs
* Complaints metrics Vs plan
* Quality monitoring / Outcomes testing scores / compliance testing and internal audit scores
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| **People*** 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.
* Take learnings from all Quality Monitoring, Outcome Testing and Audit results to enhance own performance and quality service and outcomes for members
* Build key relationships with internal and external stakeholders (members, experts, counsel and other third parties) as required, liaising on claims to enhance quality service and outcomes for members
 | * Compliance with Training and Competence Schemes
* Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan
* Quality monitoring / Outcomes testing scores / compliance testing and internal audit scores
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| **Risk*** Identify and report risks and issues identified within Legal Services to enable resolution and mitigation of potential impact on MPS, members and colleagues.
* 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)
* 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
* 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.
 | * Risk & Control Self- Assessments
* QA Audit Actions
* Claims handling quality
* Internal and External audit outcomes
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| **Responsibilities (RACI)** |
| * To deliver team and individual targets to ensure they are consistently met and exceeded in accordance with MPS Values.
* 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** |
| * TBC – governance forums within MPS&S and wider MPS
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| **Leadership Framework Competencies** | **Level** |
| 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 |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | Law Degree or Cilex qualification  | Excellent verbal/written communication and inter personal skills | * Working in a legal or claims environment
* Assisting in the management of litigated clinical negligence claims
* IT literate, with practical experience of using IT as a case management tool
* Proven understanding of the CPR and the litigation process
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| **Desirable** | LPC |  | * Knowledge of medical terminology
* Experience in an insurance / regulatory environment
* Experience in strong customer service / member management background
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