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| **Role title:** | Complaints Specialist | **Responsible to:** | Complaints Lead |
| **Division:** | Member Protection & Support | **Department:** | Complaints Handling |
| **Direct Reports and Level:** | No direct reports | **Scope:** | Complaints services across MPS provided to members |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement, Level 2 | **Role Family** | Business and Operational Services |

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| **Overall Role Purpose** |
| The purpose of the role is to manage, investigate, resolve and respond to all Member complaints enabling a successful complaints function which is trusted and valued and provides fair treatment and outcomes for members. The role will drive best practice across the organisation and build capabilities to promote first contact resolution.  |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Service Delivery*** Proactively manage the complaints process, ensuring all complaints are logged, managed and resolved in line with quality standards and productivity measures
* Deliver on operational metrics, ensuring maximum efficiency is achieved and review trends to allow for continuous improvement
* Support and embrace change programmes to maximise efficiency, quality, performance and capability of the function
* Contribute to team engagement and develop cohesive working relationships across all business areas to drive improvement
* Be point of contact and the technical expert on all escalated complaints, including those to Executive level
 | * Operational performance (KPI’s) V plan
* Delivery of projects to plan
* Delivery of complaints strategy vs plan
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| **Financial*** Demonstrate correct use of redress to Members ensuring this is proportionate to complaint outcome by evidencing this in the complaint rationale
* Support the development and on-going management of operational metrics which drives for an effective and efficient Complaints function
 | * Redress amounts Vs plan
* Redress within individual limits
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| **Member*** Ensure that where possible, complaints situations are turned into positive Member Outcomes
* Evidence correct complaints outcomes in all complaints, ensuring all stages of the complaint are recorded in the complaints system with clear rationale
* Support a culture and capability in Lean / continuous improvement to drive operational efficiency and great member experiences and outcomes
* Review and analyse MI data to establish learnings and proactively provide feedback on improvements to the future member experience, ensuring leaders take accountability for improvements in their area
 | * Complaints / root cause analysis
* Net promoter score
* Member feedback
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| **People*** Support colleagues in other business areas by being the subject matter expert and technical referral point on all complaint handling activity
* Use effective coaching techniques with key stakeholders to improve complaints outcomes and ensure complaints are managed effectively
* Lead on the creation and delivery of informal complaints training across the business, working with the Academy and OQA to determine key learning needs
* Keep own knowledge and competence current on all policy and procedural updates on the requirements of complaint handling
 | * Evidence of own competence via one to one discussions
* Personal Development Plan
* OQA outcomes
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| **Risk*** Adhere to all regulatory requirements and MPS policy and procedures in the management of complaints
* Ensure that all risks identified are escalated so that root cause analysis can be performed and remedial action taken
* Build and maintain a strong working relationship with any regulated complaints handling body ensuring that we demonstrate learnings from complaints activity
 | * QA Outcomes
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| **Responsibilities (RACI)** |
| * Develop and maintain high levels of technical MPS operating knowledge by building own knowledge and contributing to team knowledge and business wide knowledge
* Act as a deputy to the Complaints Lead and provide team leader support during agreed periods
* 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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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Self |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Self |
| Commercial and Risk | Leading Self |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** |  | * Clear and effective communication skills, both verbal and written
* Excellent organisational skills, able to priorities key tasks and focus on delivering them
* Ability to analyse data
* Effective coaching conversations
 | * Extensive experience in operating within a complaint handling environment
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| **Desirable** | * CII or complaint handling qualification
 |  | * Experience of working in a regulated insurance, financial services, investment or banking sector
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