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| **Role title:** | Corporate Services Lead  | **Responsible to:** | Head of Corporate Services  |
| **Division:** | Finance, Strategic Planning and Corporate Services  | **Department:** | Corporate Services  |
| **Direct Reports and Level:** | Approx. 6 direct reports* 6 x Corporate Services Team Leaders
 | **Scope:** | All MPS Corporate Services activity globally. |
| **Scale:** | Circa 60 People (FTE)£TBC– budget  |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 1 | **Role Family** | Group Corporate Functions  |

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| **Overall Role Purpose** |
| The Corporate Services Lead will deliver a critical support and coordination role for the business, responsible for ensuring the effective co-ordination of administrative and operational support. They will continue to develop and implement a sustainable and adaptable corporate services team across MPS (globally) that delivers compliance, continuous improvement, and value for money. Working alongside senior leaders in MPS, the role will lead this department to create a model which drives operational efficiency and effectiveness through leveraging technology and resource optimisation.  |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational Leadership** * Ensure corporate service support teams are appropriately resourced in order to meet SLA's and stakeholder expectations, flexing and adapting to meet scheduled and unexpected peaks of activity.
* Deliver industry best practice and internal capability through the development of a structured highly performing function, building expertise and ensuring delivery of a quality service to stakeholders.
* Seek to improve and optimise existing day to day operational foundations whilst maintaining high standards of service to colleagues and members.
* Compile wider business requirements and opportunities in collaboration with Divisions and operational teams.
* Closely monitor the daily operations as well as SLA’s and conduct further investigation and analysis if needed for continuous improvement in systems, processes, and resource management.
 | * Financial sustainability vs plan
* Financial performance vs plan
* Corporate Services Initiative Vs Plan
* Delivery people plans Vs Plan
* Internal stakeholder Feedback
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| **Financial*** Set and deliver the Corporate Services team operational budgets, ensuring an efficient and effective operating model which minimises cost and maximises financial sustainability without compromising the member experience.
* Identify and deliver the corporate services initiative whilst shaping any future opportunities for cost savings.
 | * Divisional operational budget vs plan
* Corporate Services Initiative vs plan
* Operational Metrics Vs SLAs
 |
| **Member*** Develop and deliver all necessary systems, policies and procedures which enable value for money for members.
* Lead for a culture and capability in Lean / continuous improvement and project management to drive operational efficiency and great member experiences and outcomes.
* Work closely with senior leadership teams from across MPS to provide a corporate services function which ensures we continue to provide excellence in our member service.
 | * Net promoter score
* Internal stakeholder Feedback
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| **People*** Contribute to developing a one-team, service-based mindset and culture across the Corporate Services Function.
* Provide strong directional leadership to ensure the training, competence, performance, and engagement of colleagues who are focussed on delivering for members, have clarity on their accountabilities and a comply with all governance, policy standards and processes.
* Build a strong pipeline of talent and succession across the Corporate Services team for the benefit of MPS which will mitigate workforce planning risks and maximises the performance and potential of employees.
* Take the lead on promoting a more inclusive environment, which aligns with our commitment to celebrate and promote diversity.

Create opportunities for knowledge sharing and collaboration, ensuring business/teams are aware of changes and prepared.  | * Divisional Engagement Index vs MPS
* Divisional Leadership index vs MPS
* Divisional Inclusion Index vs MPS
* Strong Talent and Succession Plans
* HR metrics – attrition, absence
* Compliance with Training and Competence Schemes (where required)

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| **Risk*** Create an environment where all colleagues in Corporate Services recognise the importance of risk identification and management
* Ensure that effective internal controls/audit protocols are in place to monitor compliance across standardised policies, procedures, and systems.
* Propose policy/implementational handbook which meet the business needs and balance the efficiency and risk.
* Develop a framework of accountabilities/processes/roles and responsibilities for the service delivery teams (RACI) to drive best practice and mitigate risk.
 | * Risk and Control Self-Assessments
* Audit Actions
* QA Outcomes
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| **Responsibilities (RACI)** |
| * Focus on identifying opportunities across the corporate services function for cross skilling across roles whilst enabling better management of the peak and flow in workload
* Responsible for all the processes, controls and SLA’s for Corporate Services teams
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| **Key Governance Responsibilities** |
| * TBC – Governance forums within MPS
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| **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  |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** |  | * Managing senior stakeholders
* Leadership and Operational Management of large teams/departments
* Resource planning and productivity management
* Excellent communication skills, ability to get into the detail also articulate findings to executive level.
 | * Proven track record of working in a Shared Service/Corporate Service environment.
* Leadership role within an operational function.
* Transformational leadership and extensive operational management
* Driving critical change programmes (operational performance, process or cultural) in complex environments
* Ownership of team/departmental budget
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| **Desirable** | * Should be educated to degree-level or equivalent
 | * Planning and project management skills.
 | * Experience of financial services / insurance in a regulated environment
* Experience of systems development, implementation, and review
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