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| **Role title:** | MP&S Team Lead | **Responsible to:** | Head of Department |
| **Division:** | Medical Protection & Support | **Department:** | Delivery Services |
| **Direct Reports and Level:** | Approx.10 direct reports  | **Scope:** |  |
| **Scale:** | Approx. 10 People£xxx Budget£xxx income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Guide | **Role Family** |  |

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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 provide team leadership to ensure delivery of excellent Claims services for members which is trusted and valued, provides fair treatment and outcomes whilst optimising the efficiency and effectiveness of the team.  |

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| **Accountabilities (RACI)** | **Measures of Success/KPIs** |
| **Operational Leadership** * Lead the Settler Team to support the delivery of the MP&S strategy and priorities, divisional performance, leadership of employees to reinforce the desired culture
* Lead the performance of the Claims Team against required key performance targets, quality standards and financial targets
* Manage and oversee the technical escalation and advice using such opportunities to coach and develop our people to deliver in accordance with governance, policy and process and delivering positive outcomes for the member and membership fund.
 | * Delivery of MP&S strategy Vs Plan
* Operational performance (KPIs) Vs plan
* MP&S engagement index Vs plan
* MP&S leadership index Vs plan
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| **Financial*** Own the setting of the Team budgets, and deliver to budget through spend governance and ensuring the effective and efficient performance of the team
* Own the setting of department resource models and plans through forecasting and trend analysis of the key drivers in order to optimise productivity, service KPIs and quality standards.
* Lead the team to minimise claims costs by proactively managing estimates, challenging costs and invoices from all third party spend.
 | * Operational budget Vs Plan
* Operational performance (KPIs) Vs plan
* Claims / Case performance Vs plan
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| **Member*** Manage informal complaints escalated within the team in accordance with policy standards ensuring fair outcomes for members, the membership fund and use all learning as coaching opportunities for team members
* Lead to continuously improve ways of working and contribute to divisional / MPS-wide continuous improvement projects aimed to drive operational efficiency and great member experiences and outcomes
* Analyse trends in case outcomes, complaints and member feedback to ensure appropriate risk management strategies are in place that result in effective and fair outcomes for members and the organisation
* Lead [Team] to ensure fair treatment and outcomes for members and compliance with associated policies and standards set out by Council, its committees and delegated authorities.
* Support decision making in key internal governance meetings by representing the member voice and ensuring the clinical / legal input is considered on matters; for high profile cases ensure the reputation of MPS is protected
* Support the management of external and internal stakeholders by advocating the service delivered by MP&S; contribute with technical input into articles, webinars and presenting at conferences etc, as required.
 | * Net promoter score
* Member feedback
* Member Experience Scores
* Outcomes testing scores / compliance testing and internal audit scores
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| **People**  * Lead the team to ensure the training, competence, performance and engagement of the team ensuring all employees have clarity of their accountabilities, comply with relevant governance, policies and processes and embrace the MPS values.
* Build a strong pipeline of talent and succession across Member Protection and Support for the benefit of MPS which will mitigate workforce planning risks and maximises the performance and potential of employees.
* As a technical expert coach, mentor and train colleagues both within own team and lead learning interventions as part of the Academy to maximise the potential of all colleagues and the quality of our service to members.
 | * Engagement Index Vs MPS
* Leadership Index Vs MPS
* Strong Talent and Succession Plans
* HR Metrics – attrition, absence
* Competency frameworks
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| **Risk*** Create an environment where the team recognise the importance of risk identification and management
* Support the establishment of appropriate business processes and controls and manage the team adherence in order to ensure Delivery Services handling within risk appetite; comply with policies and regulatory requirements (as applicable).
* In accordance with the Training and Competence Schemes, undertake first line of defence quality monitoring of team members and panel to ensure compliance with governance, process and fair outcomes for members; use results to coach for improved performance
* Support the Head of Outcome Testing to ensure a risk-based approach to Outcome Testing, take all learnings and coach the team for improved performance or influence for policy / procedural improvement, as required
* Complying with applicable professional ethical guidance 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. Adheres to the business rules relevant to the role, which are subject to change from time to time.
 | * Risk & Control Self- Assessments Audit Actions
* Risk register
* External audit outcomes
* Quality monitoring outcomes / compliance to Training and Competence Scheme
* Outcome testing results
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| **Responsibilities (RACI)** |
| * Input into the ‘Academy’ and continued development of competency frameworks and learning material – identifying training requirements and coordinating regular scheduled training sessions
* Provide cross departmental support where required to ensure KPIs are met and service standards are maintained
* Champion cultural and strategic changes taking place across the business
* Act as a technical point of liaison with colleagues within the teams and internal/external stakeholders
* As required, lead on a case / claims load of work without detracting from the key accountabilities of leading the team
* Authorise settlements up to a specified amount, as applicable from time to time
* Undertake 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 MP&S and wider 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 Organisation |
| Leading Self and Others | Leading Others |
| Commercial and Risk Thinking  | Leading Others  |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Educated to degree level or equivalent experience
* Understanding of products and needs of member
* Fully registered and licensed with the recognised regulator within the relevant jurisdiction (as required)
* Knowledge of current advances and developments both in medicine and relevant law, regulations, policies and procedures
 | * Coaching
* Managing internal and external stakeholders
* Resource planning and productivity management
* Change management

Continuous improvement. | * Extensive leadership and people management experience in multi – disciplinary teams
* Strong operational management experience preferably in a progressive medical malpractice and /or insurance or other regulatory environment Case / Claims management / handling of complex cases within the relevant jurisdiction
* Strong customer service / member management background
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| **Desirable** | * Post graduate level (or equivalent experience)
* Professional legal qualification
* Chartered Insurance Institute (CII) qualified (over time may become an essential requirement of the role)
 | * Third Party service delivery
* Lean (green belt or equivalent) / root cause analysis trained Ability to conduct and hold commercial interactions with membership/ liaising with commercial marketing and sales in relation to product development and Insight
 | * Insurance / regulatory environment
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