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| **Role title:** | Hospital Programme 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:** | Global Hospital Programme strategy and leadership of professional team to develop and deliver the department’s risk management, education and consultancy commercial services |
| **Scale:** | XX People£xxx Budget£xxx income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Guide | **Role Family** | Technical Expert |

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| **Overall Role Purpose** |
| Lead the Hospital Programme strategy and professional team to develop and deliver highly valued and market-leading risk prevention products and services made available to MPS group and corporate members and Cognitive Institute clients, so as to enhance MPS’s reputation, help identify and reduce member risk, and maximise the organisation’s market share. Market leadership will be achieved by identifying consequential emerging healthcare issues, and developing first to market solutions available exclusively through MPS and Cognitive Institute  |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational Leadership** * Provide leadership across Risk Prevention Services and in particular in the Hospital Programme 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 the development and delivery of the Risk Prevention Hospital Programme strategy to plan, cost and quality
* Lead on assigned Risk Prevention Services projects affecting MPS wide and roll out other projects/initiatives within the Hospital Programme ensuring delivery of projects to time, cost and quality and that can demonstrate a return on investment
 | * Risk Prevention Services Strategic priorities Vs plan
* Risk Prevention Services Plan delivery Vs plan
* Delivery of projects to plan
* Risk Prevention Services engagement index Vs plan
* Risk Prevention Services leadership index Vs plan
* Delivery of people plans Vs Plan
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| **Financial*** Work with other Risk Prevention Services leaders to set and deliver the budget ensuring an efficient and effective Hospital Programme operating model which minimises cost and maximises financial sustainability without compromising the member experience.
* Set and deliver the Hospital Programme operational budgets, ensuring an efficient and effective operating model which minimises cost and maximises financial sustainability
* Build and maintain resource models to ensure productivity of all resources (internal and external is optimised and service KPI’s delivered
* Ensure that all spend is managed within organisation policy reporting on variance to budget to the Risk Prevention Services leadership team.
 | * Operational budget Vs Plan
* Member numbers Vs plan
* Income Vs plan
* Retention targets delivered Vs plan
* Cost of sales Vs plan
* Operational budget Vs Plan
* Return on education Vs plan
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| **Member*** Monitor and provide robust challenge of emerging people risks and issues arising from business 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 global healthcare, market and member segments and inform the Risk Prevention, insights, product and proposition teams to ensure currency of knowledge and understanding

Deliver risk prevention services to high quality and relevance achieving target satisfaction and Net promoter scores  | * Net promoter score
* Member Experience SLA’s Vs plan
* Brand awareness
* Participant evaluation scores
* Client satisfaction scores
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| **People*** Provide strong leadership to the Hospital Programme 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 Hospital Programme 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 Department within risk appetite; comply with policies and regulatory requirements (as applicable).
 | * Risk & Control Self- Assessments
* Audit Actions
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| **Responsibilities (RACI)** |
| * Lead the development of the department’s strategy for hospital products and services at a global level, in line with MPS strategy and country plans
* Lead and train a professional team of healthcare experts that deliver the department’s hospital products and services to world class standard, and provide content and healthcare expertise to identify and support the development on new offerings
* Support business development and marketing of MPS’s group and corporate indemnity clients, and Cognitive Institute by promoting the value of the department’s expertise and offerings
* Support MPS’s Brand and Marketing department by providing content and healthcare expertise, and creating content for internal and external publications and promotions
* Where required, act as an ambassador alongside the Medical and Dental Directors engaging with key stakeholders, healthcare organisations and members via meetings, conferences, events, face to face, webinars, media and public relations activities
* Support client management and implementation, resolving issues and answer content/design questions.Identify consequential emerging healthcare issues, and develop to market solutions available exclusively through MPS and Cognitive Institute
* Undertake other duties and tasks that from time to time may be required and that are appropriate to the role
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| **Key Governance Responsibilities** |
| * Not applicable
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Others |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Other |
| 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** | * Doctor, Nurse or Allied Health Professional
* Educated to a postgraduate degree standard or equivalent
 | * Management and influencing of senior stakeholders across Governments, Healthcare, Businesses and Associations / Bodies.
* Presentational / conference lead
* Writing for publications / webinars
* Strategic, operations and budget planning
* Identify and analyse individual and organisational learning and training needs
* Delivery of small group interactive education achieving behaviour change and skills development
* Pitching proposals to Board and Executive audiences
 | Transformational leadership – in a progressive business environment* Global stakeholder management
* Senior leadership role in a healthcare organisation, include private sector
* Contributing to the development of education, including for the private hospital sector
* International operational responsibility
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| **Desirable** | * Existing and new insurance and healthcare regulations around the world
* Qualification or experience in one or more of:
* Risk management
* Patient safety

Education / teachingBusiness | * Teaching or “master” training of presenters
* Course writing
* Research, Analysis and evaluation of education
* Change management and continuous improvement
* Client management
* Business case analysis and proposal drafting
 | * Experience of financial services / insurance in a regulated environment
* Publication of peer reviewed journal articles
* Working for a commercial education provider, or within a commercial organisation
* Implementing organisation wide change projects
* Experience of international medical or dental malpractice in claims and case management
* Hospital risk management and quality improvement
* Leading a faculty or group of educators
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