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| **Role title:** | Administration Services Co-Ordinators | **Responsible to:** | Administration Services Team Leader |
| **Division:** | Member Protection and Support | **Department:** | Administration Services |
| **Evaluation Level** | Core | **Role Family** |  |

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| **Overall Role Purpose** |
| To provide a centralised administration support service to all MPS Members and divisions ensuring service delivery excellence for members which is trusted and valued. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational**   * Support the development and delivery of the Administration Services plan and strategy to an agreed standard * Comply with applicable professional ethical guidance and all relevant internal and external rules, policy and procedures, including those relating to Health & Safety, Data Protection, IT security and all those contained in Staff Handbook. * To meet key performance targets, quality standards and financial targets | * Operational Performance KPI’s Vs Plan |
| **Financial**   * To promote cost saving efficiency within the department and to our stakeholders and adopting a culture for continuous improvement * To consider all spend within organisation policy and highlight any cost saving ideas to the Administration Services leadership team | * Operational budget Vs Plan |
| **Member**   * Manage informal complaints from members in accordance with policy standards * 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 * To ensure fair treatment and outcomes for members and compliance with associated policies and standards set out by Council, its committees and delegated authorities. | * Net promoter score |
| **People**   * Take personal accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, policy standards and processes. * Support colleagues both within own team and support learning interventions as part of the Academy to maximise the potential of all colleagues and the quality of our service to members. | * Delivery of Personal Development Plan to plan * One to one / performance review meetings Vs Plan |
| **Risk**   * Identify and report risks and issues identified within Administration Services and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues. * Contribute to an environment where all colleagues in the Administration Services Team recognise the importance of risk identification and management * To adhere to appropriate business processes and controls in order to comply with policies and regulatory requirements (as applicable). * Comply with applicable professional ethical guidance and all relevant internal and external rules, policy and procedures, including those relating to Health & Safety, Data Protection, IT security and all those contained in 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 |

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| **Responsibilities (RACI)** |
| * Support administration services team to facilitate a timely and efficient response to members and others helping the department to meet internal and external service level and performance targets * Ensure data integrity and completion of missing data with the CRM system where appropriate * Effective management of electronic/paper files in line with GDPR regulations * Build relationships with key stakeholders internally and externally to maximise operational effectiveness. * Input into the ‘Academy’ and continued development of competency frameworks and learning material – identifying training requirements * Provide cross departmental support where required to ensure KPIs are met and service standards are maintained * 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** |
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking |  |
| Building Capability in Self and Others |  |
| Influencing Others |  |
| Collaborating for Results |  |
| Leading Self and Others |  |
| Commercial and Risk Thinking |  |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * A minimum of 4 GCSEs or equivalent (Grade A-C) including English language and mathematics. | * Microsoft Office packages. * Able to communicate effectively. * Able to adapt to change. | * Prior experience in Operations Support/Office administration. * Experience of working to tight deadlines whilst producing consistently accurate work. * Experience of working in a team environment. |
| **Desirable** | * Working knowledge of protocols for claims and/or non-claims work. * Knowledge of Medical and Dental terminology. |  |  |