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| **Role title:** | Head of Governance | **Responsible to:** | Executive Director – Member Protection and Support  |
| **Division:** | Member Protection and Support | **Department:** | Governance |
| **Direct Reports and Level:** | Number of direct reports:* 1 Third Party Management Lead
* 1 Technical Training Material Lead
* 1 Process and Policy Lead
* 1 Quantum and Escalation Lead
 | **Scope:** | Governance across MP&S – UK and International.  |
| **Scale:** | Up to 12 People£xxx Budget£xxx income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Guide, Level 1 | **Role Family** | Legal |

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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 lead a governance team which is accountable for providing oversight on performance, quantum and escalation, compliance with process and policy governance, third party panel management and coaching and training to ensure efficient and effective operation and supporting the delivery of excellent service for members which is trusted and valued and provides fair treatment and outcomes |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Leadership** * Provide leadership across the team to deliver on the overall corporate strategy and business performance that reinforces the desired culture and delivery of strategic priorities.
* Design, deliver and embed a Governance strategy to plan, cost and quality, working with the MP&S leadership team to ensure understanding and compliance.
* Lead the team to deliver and challenge process and policy governance, third party management, technical training and quantum and escalation across MP&S ensuring fair treatment for members whilst being mindful of the membership fund and ensuring alignment and support to deliver on the overall MPS corporate strategy.
* Build and develop information resources pertinent to governance including the development and maintenance of an MP&S library of information.
 | * Corporate Strategic priorities Vs plan
* MP&S plan delivery Vs plan
* MP&S engagement index Vs plan
* MP&S leadership index Vs plan
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| **Financial*** Oversee the strategy and approach of third-party management and the auditing of panel and experts for Claims and Cases (UK and International) against service requirements and contractual terms ensuring they provide a cost-effective service that continues to meet our needs.
* See that expert quantum advice is provided to Claims teams across UK and International jurisdictions; continually enhancing quantum policy to optimise accuracy of claims reserve.
* Lead the development and ongoing management of governance reporting and operational metrics, working with the centralised BI/MI team to drive an effective and efficient Governance operation across MP&S.
* Own the setting of team budget, and deliver to budget through spend, governance and ensuring the effective and efficient performance of the team
 | * Operational budget Vs Plan
* Operational performance (KPIs) Vs plan
* Claims / Case performance Vs plan
* Panel and Internal Litigation performance metrics
* Counsel performance metrics
* Experts performance metrics
* Internal Costs performance metrics
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| **Member*** Lead the 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.
* Establish a culture and capability in Lean / continuous improvement to drive operational efficiency and great member experiences and outcomes

Use Member Experience insight and MI/BI to inspire strategy and plans and ensure that teams put members at the heart of all they do.Enable leaders to proactively workforce plan by coordinating the requirements from other Divisions on MP&S resource to support on external events, education, conferences and member communications. | * Net promoter score
* Complaints / root cause analysis
* Member feedback
* Member Experience Scores
* Operational Metrics Vs SLAs
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| **People*** Provide strong leadership to ensure the training, competence, performance and engagement of the team, ensuring they have clarity on their accountabilities and comply with all governance, policy standards and processes.
* Build a strong pipeline of talent and succession across MP&S for the benefit of MPS which will mitigate workforce planning risks and maximises the performance and potential of employees.
 | * Engagement Index Vs MPS
* Leadership Index Vs MPS
* Strong Talent and Succession Plans
* People metrics – attrition, absence
* Compliance with Training and Competence Schemes
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| **Risk*** Create an environment where all colleagues in the team recognise the importance of risk identification and management
* Ensure appropriate business processes and controls are in place to manage governance within MP&S within risk appetite; comply with policies and regulatory requirements (as applicable).
* Offer meaningful decision points to MP&S governance forums to ensure that MPS operates within risk appetite, and decision makers are fully informed and equipped as to where financial opportunities exist.
* Provide support and guidance on, Health Care Protection, Discretionary Services and NHSR contracts
 | * Risk & Control Self- Assessments
* Audit Actions
* QA Outcomes
* External auditing metrics
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| **Responsibilities (RACI)** |
| * Attend governance meetings or forums within MP&S and wider MPS, as required and maintain and develop internal and external networks.
* Undertake other duties and tasks that from time to time may be required and that are appropriate to the role
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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 Organisation |
| Commercial and Risk Thinking  | Leading Organisation |

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| **Knowledge and Qualifications** | **Skills** | **Experience** |
| * Strong knowledge of control and governance frameworks
* Knowledge in risk and compliance management
 | * Ability to influence and manage internal and external stakeholders
* Resource planning and productivity management
* Change management
* Continuous improvement
* Coaching & Training
 | * Leadership and people management of governance teams
* Setting, delivering and embedding effective governance strategy
* Strong customer service / member management background
* Experience conducting gap analysis of current performance versus best in class
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| * 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
 | * Experience working in an Insurance / regulatory environment
* Setting governance strategy within a global organisation
* Experience in a progressive medical malpractice environment
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