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| **Role title:** | Adviser - International Services | **Responsible to:** | Team Leader - International  |
| **Division:** | Business Development and Engagement | **Department:** | Direct Sales and Service |
| **Direct Reports and Level:** | No direct reports | **Scope:** | Direct Sales and Service – International Services  |
| **Scale:** | N/A |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Core 2 – Tier 3/4 | **Role Family** | Business and Operational Services  |

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| **Overall Role Purpose** |
| The Direct Sales and Service division provides excellent contact centre services for members which is trusted and valued and provides fair treatment and outcomes. The purpose of the role is to deliver excellent member service and administration, through multiple communication channels for existing and prospective members who practice outside of the UK & Ireland. This includes South Africa, New Zealand, Singapore, Hong Kong, Malaysia, the Caribbean and Bermuda. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Service Delivery*** Efficiently and accurately manage all aspects of existing member administration.
* Ensure that members information held, including but not limited to; grade, payment status, contact details, professional status and specialty is updated in a timely manner in line with information provided by the member or by an authorised third party.
* Support requests from other areas of the business to provide information relating to member requests for assistance.
 | * Monthly Quality Audits
* Achievement of correspondence SLA
* Achievement of New Matters SLA
 |
| **Financial*** Efficiently and accurately review new membership applications and process into membership, following the various referral rules as appropriate.

 * Ensure that membership fees are clearly communicated where appropriate and payment(s) received (whether directly or via third parties) are accurately reflected on member records as soon as possible.
 | * Applications SLA
* Monthly quality audits
* Contribution towards growth target by onboarding new members
* Regular meetings with finance colleagues to review any actions required
 |
| **Member*** Provide excellent end-to-end member experience by always delivering quality interactions with members
* Ensure any expression of dissatisfaction is reported to support root cause analysis and continuous improvement
* Act as SME for complaint/dispute resolution of escalated complaints relating to Applications.
* Promote advocacy by the reinforcement of MPS products and services to existing, new and prospective members.
 | * Monthly quality audits
* Monthly complaint data review
 |
| **People*** Proactively engage with other team members, promoting a positive team environment
* Proactively engage in people processes e.g. 121s, team meetings
* Take ownership of personal development to ensure achievement of required levels of competency
* Compliance with all governance, policy standards and processes
 | * One to one / performance review meetings
* Achievement of Personal Development Plan goals (where in place)
* Competency framework
* Achievement of adherence target
* Completion of task tracker
 |
| **Risk*** Identify and report where appropriate, risks and issues identified with member non-payment
* Comply with all audit and regulatory/legislative policies, procedures and regulations.
* Comply with applicable professional ethical guidance and all relevant internal rules, policy and procedures, including those relating to Health and Safety, Data Protection, IT Security and all those contained within the issued Staff Handbook
 | * Risk & Control Self- Assessments
* Audit Actions
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| **Responsibilities (RACI)** |
| * Achievement of email correspondence SLA
* Achievement of applications SLA
* Contribution to other team/department objectives/corporate objectives as appropriate
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| **Key Governance Responsibilities** |
| None |

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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability in Self and Others | Leading Self |
| Influencing Others | Leading Self |
| Collaborating for Results | Leading Self |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking  | Leading Self |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** |  | * Excellent verbal, written and interpersonal skills, able to demonstrate empathy and manage difficult conversations, particularly when communicating with members for whom English may not be their first language
* Strong attention to detail
* Competent in computer / system use including Outlook, Excel and Word
* Good numeracy skills and understand of currency conversion.
 | * Customer service / member management
* Experience of working in a team environment.
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| **Desirable** | * Knowledge of Medical and Dental terminology.
 | * Awareness of cultural differences that need taking into consideration when dealing with members in different parts of the world
* Desire to expand skillset to encompass broader understanding of the complexities of different International country membership.
 | * Experience working in a regulated environment.
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