ROLE PROFILE

MPS |

Role title:	Technical Consultant – Claims	Responsible to:	Head of Claims Handling
Division:	Member Protection and Support	Department:	Claims Handling
Direct Reports and Level:	N/A	Scope:	Technical leadership for Claims Handling and influence into Divisional Claims strategy
		Scale:	UK/Asia/Cbn/RoW Claims
		Regulated Function(s) Held:	No
Evaluation Level	Implement, Level 1	Role Family	Legal

Overall Role Purpose

The purpose of the role is to provide strong technical support to 2-3 teams of file handlers with a key focus on; acting as technical referral point and escalation to the teams, coaching and developing team members in line with agreed training plans and driving quality improvements to increase efficiency, effectiveness and member service whilst reducing claims costs. The role is responsible for technical capability in Claims Handling and has financial exposure to total Claims costs across multiple jurisdictions in UK/Asia/Cbn/RoW.

Accountabilities (RACI)	Measures of Success/KPIs
Leadership • As the Claims technical expert, input into the divisional strategy and support in the delivery of strategy and priorities, divisional performance and achieving the desired culture which is cost focused. • Use technical expertise to develop technical competence in the teams to achieve required key performance targets, quality standards and financial targets • Act as the technical referral point for file handlers and as the technical escalation point in accordance with agreed escalation processes. • Establish escalation routes for technical matters ensuring timely and quality outcome; use such opportunities to coach and develop our people to deliver in accordance with governance, policy and process, delivering positive outcomes for the member and membership fund. • Drive proactive file handling to ensure capability of our people directly relates to driving costs down in Claims – ensuring strategies and case plans are in place. Feed performance insight into operational leaders to support proactive performance management.	• Delivery of divisional strategy vs plan • Operational performance Vs plan • Outcome and Quality Assurance outcomes
Financial • Provide insight on capability and input into resource models through forecasting and trend analysis of the key drivers to optimise productivity, service KPI's and quality standards. • Provide technical expertise to minimise case and claims costs by proactively assisting team performance and challenging costs and invoices from all third party spend. • Ensure claims costs are controlled through using technical ability to challenge claims strategy in the teams and drive all costs down • Support with the management of Panel and other third parties to ensure they are providing value for money service	• Delivery of cost savings against plan • Claims performance (KPIs) Vs plan • Performance against relevant cost objectives
Member • Support in the management and investigation of 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 • Drive quality improvements, based on outputs from activities such as OQA, process confirmation, workplace walks, file reviews • Ensure fair treatment and outcomes for members and compliance with associated policies and standards set out by Council, its committees and delegated authorities. • Ensure processes enable and drive correct Member effort and outcome	• Net promoter score • Member feedback • Member Experience Scores • Outcome and Quality Assurance scores / compliance testing and internal audit scores

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People • Maintain and develop the technical competence of team members, in line with agreed skills matrix, training plans and technical frameworks. • Use technical expertise to support with the progression of complex claims, occasionally taking ownership of high profile/high risk files • Drive proactive file handling across the function to keep costs to a minimum • Coach and mentor colleagues and support learning interventions as part of the Academy to maximise the potential of all colleagues and the quality of our service to members. • Support leaders in managing and assessing the progress of colleagues through completion of technical development frameworks. • Work with other Technical SME's across the division to support the development and improvement of technical standards and processes, ensuring consistency and sharing of best practice	• Engagement Index Vs Benchmark • Strong Talent and Succession Plans • Technical Development frameworks
Risk • Support the establishment of appropriate business processes and controls and work with the wider leadership team to ensure claims handling is within risk appetite; comply with policies and regulatory requirements (as applicable). • In accordance with the Training and Competence Schemes, work with leadership to agree and undertake first line of defence quality monitoring of team members to ensure compliance with governance, process and fair outcomes for members; use results to coach for improved performance • Support Outcome and Quality Assurance to ensure a risk-based approach to Outcome and Quality Assurance testing, take all learnings and coach the team for improved performance or influence for policy / procedural improvement, as required • Comply 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 and Quality Assurance results

Responsibilities (RACI)

• Build relationships with key stakeholders internally and externally to maximise operational effectiveness and cost control.
• Input into the 'Academy' and continued development of technical development frameworks and learning material – identifying training requirements and coordinating regular scheduled training sessions
• Provide cross departmental support and lead quality partnership conversations where required to ensure KPIs are met and service standards are maintained
• 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.

Key Governance Responsibilities

N/A

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

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Leading Self and Others	Leading Others
Commercial and Risk Thinking	Leading Others

	Knowledge and Qualifications	Skills	Experience
Essential	• Qualified solicitor • Up to date knowledge of all relevant legal regulations, policies and procedures	• Coaching and mentoring skills • Managing internal and external stakeholders – quality partnerships • Team based problem solving •	• Strong experience in claims handling • Strong customer service / member management background • Technical leadership of multiple teams
Desirable		• Ability to conduct and hold commercial interactions with membership/ liaising with commercial marketing and sales in relation to product development and Insight • Projects/ lean /Continuous improvement	• Insurance / regulatory environment