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| **Role title:** | Administration Services Co-Ordinators | **Responsible to:** | Administration Services Team Lead |
| **Division:** | Medical Protection and Support | **Department:** | Administration Services |
| **Direct Reports and Level:** | None | **Scope:** | Administration Services - MPS. |
| **Scale:** |  |
| **Regulated Function(s):** | No |
| **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.
* Meet key performance targets, quality standards and financial targets
 | * Operational Performance KPI’s Vs Plan
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| **Financial*** Promote cost saving efficiency within the department and to our stakeholders and adopting a culture for continuous improvement
* 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 and expressions of dissatisfaction from members in accordance with policy standards
* Continuously improve ways of working and contribute to divisional / MPS-wide continuous improvement projects aimed to drive operational efficiency and great member experience and outcomes
* Deliver 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 accountabilities and compliance with MPS values, 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
* Take learnings from all Quality Monitoring and Outcome and Quality Assurance results to enhance own performance and quality service and outcomes for members.
 | * Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan
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| **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
* 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 are appropriate to the level or role that may be required
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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** |  | * Microsoft Office packages.
* Able to communicate effectively.
* Able to adapt to change
* Strong attention to detail to spot errors that could cause rework / reputational damage
* Proactive management of work load to pre-empt requirements from stakeholders
 | * 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.
* Managing confidential matters sensitively.
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| **Desirable** | * Working knowledge of protocols for claims and/or non-claims work.
* Knowledge of Medical and Dental terminology.
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