

SENIOR COMPLAINTS HANDLER

JOB DESCRIPTION



SALARY	£46,000 - £50,000
LOCATION	Leeds or London
WORKING PATTERN	Full time (37.5 hours per week), Hybrid
DEPARTMENT	Member Resolution team

PURPOSE

The purpose of the role is to manage, investigate, resolve and respond to complex and high-profile Member complaints and enable the continuous development of a successful complaints function which is trusted, valued and provides fair treatment and good outcomes for members.

ACCOUNTABILITIES & RESPONSIBILITIES

Service Delivery

- Proactively manage the complaints process, ensuring all complaints are logged, managed and resolved in line with quality standards and productivity measures
- Lead on complex complaints handling where Legal/Medical/Dental knowledge is required
- Coach and mentor colleagues to ensure team delivery against operational metrics, ensuring maximum efficiency is achieved
- Analyse and identify trends in complaints to allow for continuous improvement in team service offering and organisational capability
- Ensure third-party stakeholders requirements are met, considering member experience and commercial and risk considerations
- Support, embrace and embed change initiatives to maximise efficiency, quality, performance and capability of the function
- Contribute to business engagement with complaints and develop cohesive working relationships across all business areas to drive compliance

Financial

- Demonstrate appropriate redress to Members evidencing proportion to complaint outcome and considering commercial and reputational benefit

Member

- Ensure that all complaint handling process and procedures are driving towards good member outcomes.
- Conduct and evidence of thorough and in-depth investigations, where all complaint points are addressed in a clear and robust written response
- Ensure complaint outcomes balance the needs of the member with the organisational service delivery
- Evidence and justification for complaint outcome with clear rationale and ensuring all stages of the complaint are recorded in the complaints system

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- Drive continuous service improvement by way of feedback (real time and post complaint resolution) across the organisation
- Record and feedback trends to other member experience departments, including sharing knowledge of best practice in resolving member complaints improving front end resolution

People

- Act as subject matter expert and technical referral point on all complaint handling activity within MPS
- Keep own knowledge and competence current on all policy and procedural updates on the requirements of complaint handling within regulation, legislation relevant outcomes and best practice
- Create, maintain, and develop open and productive relationships with relevant internal business units and external third parties as appropriate
- 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 continuous improvement and upskilling of colleagues by sharing own knowledge and best practice
- Take an active role in promoting a more inclusive environment, which aligns with our commitment to celebrate and promote diversity

Risk

- Adhere to all regulatory requirements and MPS policy and procedures in the management of complaints
- Ensure that all risks identified are escalated so that root cause analysis can be performed and remedial action taken

Other

- Working consistently with colleagues to ensure best Complaint's solutions are achieved and ensuring that complaints are handled in compliance with all relevant UK and International legislation.
- Act as a knowledgeable and effective technical expert and escalation point for the Member Resolution Team and wider management teams
- Develop and maintain high levels of technical MPS operating knowledge by building own knowledge and contributing to team knowledge and business wide knowledge
- Collate and maintain management information of settled complaints to facilitate estimating and identification of trends
- 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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PERSON SPECIFICATION

Knowledge & Qualifications

- Legal qualification
- CII or complaint handling qualification (*)

Skills

- Excellent written and verbal communications skills, with an ability to adapt communication styles to individual colleagues and members and negotiate effectively at all levels.
- Ability to foster and maintain external and internal stakeholder relationships at senior levels
- Ability and confidence to work autonomously, with the drive, curiosity and determination to find the best resolution for member complaints
- Ability to make decisive decisions that take into account the complainant as well as the wider organisation
- Excellent organisational skills, able to prioritise key tasks and focus on delivering them
- Ability to analyse data

Experience

- Extensive experience in operating within a complaint handling environment
- Experience of stakeholder management
- Medico/dento legal background
- Experience of working in a regulated insurance, financial services, investment, or banking sector (*)

All points marked with (*) are desirable and are not essential to the position.

We welcome applicants from all backgrounds, and we encourage you to apply even if you feel you do not match 100% of the technical requirements. Medical Protection Society prides itself in being a collaborative, forward-thinking and inclusive employer where everyone can be themselves and embrace each other's unique individuality, background or heritage.

This job description is for external use only and is a snapshot of the full role profile (version 1.0) in which colleagues full accountabilities are detailed. This document is subject to change to continue to meet the needs of Medical Protection Society.