Job Title

|  |
| --- |
|  |
| **Budget:** |  | **Function:**  | Service |
| **Line Manager:** |  | **Direct Reports:**  |  |
| **Our Vision** |
| Improving access to healthcare for all in the UK to:* Lead your best life
* Prevent you from getting a disease you’re at risk of
* Access the best in care (digital where possible, physical where necessary)
* Manage your long-term condition
 |
| **Your Role** |
| You will be responsible for dealing with customers through various channels such as telephone, email, and web chat and you will also be processing claims submitted by our customers in line with policies and our standard operating procedures (SOPS) You will offer a positive and educating experience that’s fits with the company’s ethos of helping people make the most of life through better everyday health. The individual should have an in-depth understanding of our product offering, policies, and procedures to support the team in determining the best outcome when processing each claim for both the customer and the business. The role holder will be confident in their skills and ability, operating mostly within familiar areas and boundaries of their role.  They will have ownership for achieving and improving personal performance, acting on opportunities in their role and seeking new opportunities to develop. A focus will be on achieving personal goals/daily targets and having a personal impact on the goals set for the wider team. They will be open to personal feedback and work on leveraging strengths in their development areas whilst building positive relationships with team members and stakeholders, showing an awareness of different perspectives and styles. They will be confident to speak up in meetings and state their opinions, spotting opportunities and escalating issues to improve their own performance and processes and costs at team level. They will follow well defined priorities within a given framework and manage with a small degree of ambiguity and will have a clear understanding of how their role fits into the bigger picture and show curiosity to understand the bigger picture. |
| **Your Responsibilities & Accountabilities:** |
| * Identifying claims that are submitted through any channel which require additional information are dealt with effectively
* Processing claims accurately and against stretching targets
* Managing department mailboxes boxes as required
* Ensuring customers receive a positive and outstanding experience each time you are in contact with them
* Actively participate and work towards meeting service level agreements when creating and maintaining customer policies and client schemes
* Be comfortable to discuss performance in front of others
* Display excellent communication skills with key internal or external stakeholders
* To provide excellent customer service by taking full ownership of queries and following these through to a satisfactory conclusion
* Ensure that you work in a safe manner and remain up to date and comply with the Health & Safety policy statement and procedures and report any incidents to your line manager.
* Cross training to support processes across different departments in the ‘one service centre’, this may require you to train on multiple systems
* Once fully trained be able to support in the training of colleagues
* Ensure anything you consider to be a risk to either the customer/client experience of the wider business is highlighted in a timely manner and relevant support provided to address the risk.
* Have a general understanding of the healthcare market and our competitors
* Continually champion the Simplyhealth values and standards, positively acting as a role model at all times
* Ensure you actively remain up to date on Simplyhealth products and services
 |

|  |
| --- |
| **Key Connections:**  |
| 1. One Service Centre leadership team
2. All departments across Simplyhealth
3. Healthcare Professionals
4. Customers
 |
| **Key Experience:** |
| * Customer Service experience
* Experience working with computers with a reasonable understanding of functions
* Desirable to have worked in a target driven environment

Technical* **Professional knowledge** *–* The role requires a good knowledge and comprehensive understanding of the range of processes, procedures, and systems to be used in carrying out assigned tasks and a basic understanding of the underlying concepts & principles upon which the role is based. The knowledge can be acquired through a combination of role-related training and considerable on-the-role experience. The skills and knowledge level can be equivalent to a specialised level within a skilled trade but are generally non-theoretical skills.
* **Business expertise**– The role requires the understanding of how his/her assigned duties relate with the others in the team, and how the team integrates with others in accomplishing the work of the area. Knowledge of the roles and responsibilities of others in the team is needed to help the role achieve his/her objectives.
* **Problem solving** *–* The role works within well-defined procedures that may involve a variety of work routines. The role will need you to understand the procedures and have the capability to evaluate and select the appropriate alternatives from defined options. The role requires the ability to make judgements based on the analysis of factual information.

Behavioural**Drive – self-belief, using initiative, aspiring to succeed*** Confident in skills and ability at level, operating mostly within familiar areas and boundaries of role, regularly steps out of personal comfort zone to learn in other areas.
* Ownership for achieving and improving personal performance, acting on opportunities in role and seeking new opportunities to develop.
* A focus on achieving personal goals/daily targets and having an impact on the goals set for the wider team.
* Responsible for managing leave effectively
* Responsible for managing and logging CPD (continuous professional development) hours

**Partner and Trust – inspiring and engaging others, understanding others, understanding myself*** Open to personal feedback and works on recognising strengths in working on development areas.
* Builds positive relationships with team members and stakeholders, aware of different perspectives and styles.
* Credibility based on a good track record.
* Confidence to speak up in meetings and state your opinions.
 |
| **Our Values** |
| Health and access to healthcare have never been more important. With this comes endless exciting possibilities for innovation and growth. The market is evolving quickly, so we need to ensure our customers have access to the leading-edge health solutions they expect and deserve, now and for generations to come. **We’re living in extraordinary times…**By reinventing ourselves, we will reach more customers, giving them increased access to affordable healthcare and unlocking our growth potential. This next chapter is about transformational change for us.**This is our time to survive, drive and thrive…**This is our chance to get ahead and stay ahead. We will ensure our commercial success by moving into new areas of healthcare, and leading with preventative, breakthrough solutions. We will use innovative digital tools, embracing technology to create new partnerships and opportunities. We are passionate about helping every generation lead better lives and get the care they need in real time. To make this a reality, we need to challenge our ways of working, whilst keeping the customer at the heart of everything we do. To *really* make a difference, it’ll take every single one of us across Simplyhealth to step up. **Our cultural movement...**To act with **courage and curiosity**, so we can unlock the opportunities to help customers, colleagues and communities. To operate with **trust and kindness**, working alongside customers, delivering what they need to live their best lives, as well as supporting colleagues as they strive to be their best. Spotlight our passion for **All together healthier**, focusing on self-care and nurturing relationships. We must ensure we are a strong team - one that’s able to build healthier lives for all. We each have an important role to play in this next chapter. Everyone has the freedom to innovate and make a difference for our customers. We need to act at pace and take on newer, braver, creative approaches. We shouldn’t be afraid to fail fast and learn quickly. By being curious and continually pushing ourselves and each other, we will find new and better ways. |
| **Our Behaviours** |
|

|  |  |  |
| --- | --- | --- |
| Courage and Curiosity | Trust and Kindness | All Together Healthier |
| ***So we deliver profits for a purpose*** | ***Because our customers, colleagues and communities are at the heart of what we do*** | ***Enabling better health outcomes together*** |
| * We make bold decisions and take considered risks, with customer and commerciality front of mind.
* We make things happen and keep things simple.
* We always take the initiative and hold ourselves accountable for the delivery of great results.
* We ask questions and listen intently as every viewpoint and capability counts, and we have the courage to be honest and say what we think.
 | * We invest in relationships to build trust and rapport.
* We listen carefully always trying to find ways to add value.
* We treat each other with care, compassion and kindness, celebrating and embracing differences.
* We strive to make a difference in society, unlocking opportunities for those in need.
 | * We help every generation take control of their health.
* We start with self-care so we can show up at our best, every day.
* We are full of energy and pride in what we do. We focus on self-development to learn and grow, so we can stay up to date and add value.
* We innovate and collaborate on our best ideas. Together, we can drive the changes that are needed to help our business grow, and help our customers live their best lives.
 |

 |
|  |
| * **We have a ‘smart working’ policy with flexible remote working. However, there may be a requirement to attend meetings at our Hampshire head office in line with government guidelines.**
* Some UK travel & overnight stays.
* Reasonable role and task flexibility expected given the seniority of the role.
* May be required to lead other business activities or projects in other parts of the Simplyhealth Group.
 |