

<b>JOB TITLE</b>	Insurance Services Team Leader
<b>LOCATION</b>	Head Office, Ipswich
<b>REPORTS TO</b>	Customer Services Manager
<b>DIRECT REPORTS</b>	Insurance Services Team

## MAIN PURPOSE OF THE JOB: (JOB SUMMARY)

To lead and oversee a team of Customer Service Administrators, ensuring the smooth running of all insurance and specialist services, meeting agreed Key Performance Indicators, and being an expert in the insurance rehabilitation market. To standardise and streamline existing operational process while assisting the Customer Service Manager develop, launch and deliver innovative operational services to IPRS Health clients in the most effective manner, through optimum operational business processes and procedures.

## KEY TASKS AND RESPONSIBILITIES: (JOB CONTENT)

- To recruit, develop and mentor the team in all aspects of their work and personal development
- To oversee the achievement and maintenance of agreed customer service levels, business KPIs and standards
- To plan, prioritise and delegate work tasks to ensure proper functioning of the department
- To ensure the necessary tools are available to provide a quality customer service delivery, and if not submit a full proposal justifying additional tools
- To monitor and ensure accuracy of reporting and database information, including invoicing
- To manage all non-clinical aspects of the insurance services on a daily basis
- To work with the Customer Service Manager to organise the clinical support required by non-clinical staff with an aim to ensure a seamless patient journey
- To assist the customer service manager in reviewing and interpreting monthly statistics and monthly Management Information in order to monitor operational quality and performance
- To assist the Customer Service Manager in analysing key service tasks with an aim to produce accurate and reliable capacity analysis information to identify service staffing needs.
- To contribute to IPRS Health's business strategy by supporting the development of new business and the retention of current contracts.
- To work with the Customer Service Manager to perform regular service audits with a key focus to provide quality assurance across the Insurance Service Team.
- To manage and oversee the referral process of all specialist and diagnostic appointments within agreed Key Performance Indicators
- To liaise and build relationships with all key suppliers of specialist / diagnostic services to source the best prices and services
- To review and monitor all operational processes and suggest ways to improve these business processes
- To undertake any other duties compatible with the grading of the post, as required

## COMPANY STANDARDS:

- To comply with the Corporate Data Protection Policy which covers all aspects of the organisation's business in both electronic data and manual filing systems
- To ensure that professional behaviour, appearance and attitude are maintained and the organisation's policies and procedures are adhered to

## PERSON SPECIFICATION

(E) Essential (D) Desirable

### Education and Qualifications:

- GNVQ/NVQ Level 3 qualification or equivalent (D)
- Minimum of 6 GCSE/O level passes A-C or equivalent, including English and Maths (E)

### Experience & Knowledge:

- A minimum of three years customer service experience (E)
- Experience of working as a Team leader in a customer service contact centre / team (D)
- Experience of dealing with medical professionals and patients
- Experience of using various Microsoft programmes and databases
- Knowledge of performance reports and analysing statistics and management by KPIs
- Experience of resource and capacity management within a customer service / contact environment

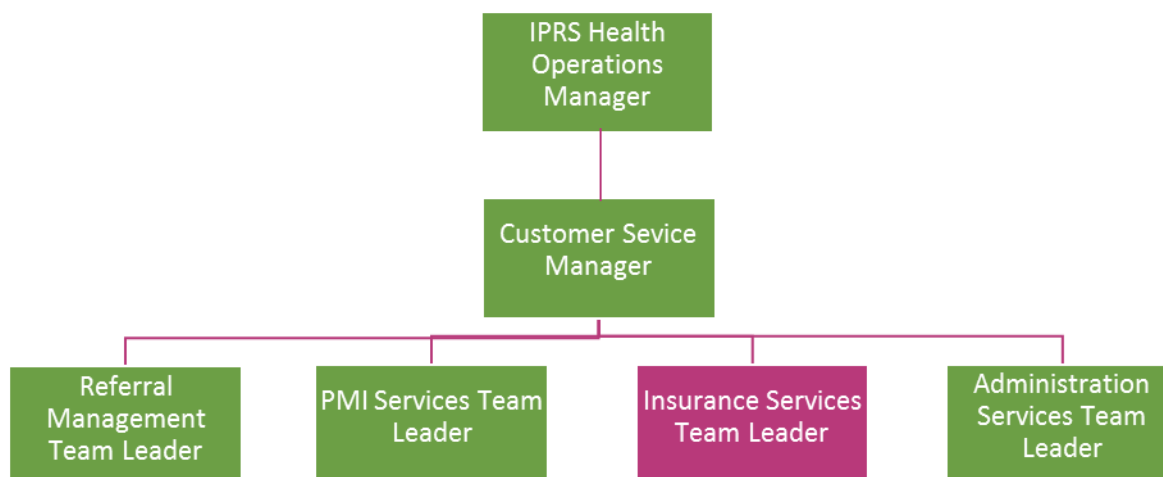
### Skills & Abilities:

- Ability to lead, coach, train and motivate whilst still keeping focused on quality and productivity, driving performance through KPI's
- Ability to identify and implement ways to improve customer service functions
- Clear and concise written and spoken communication skills
- Attention to detail and the ability to record information accurately
- Ability to analyse statistical information and make recommendations on outcomes
- Ability to communicate effectively with internal and external customers and provide excellent customer service
- Ability to analyse problems, come up with effective solutions and implement these
- Ability to make decisions quickly
- Ability to plan and organise workloads effectively
- Ability to prioritise and meet relevant Key Performance Indicators in a demanding environment
- Ability to work on own initiative with minimal supervision in a proactive manner
- Team worker who is flexible and has a positive attitude to learning and self-development

### CRB CHECK REQUIRED

Yes (Standard)

### ORGANISATION CHART



Date: June 2019