

JOB DESCRIPTION – Legal Services Manager

Grade:	4
Reports to:	Quality Assurance & Finance Manager
Responsible for:	Self
Contract:	6 Months FTC – Part Time – 22.5 hours per week

MAIN DUTIES AND RESPONSIBILITIES OF THE POST

Purpose:

To:

- Provision of commercial legal advice across all aspects of the business.
- Support the business with legal communications to clients and other organisations in support of compliance and customer relations.
- Review and development of policy documents and Service Level Agreements.
- Develop and maintain good relationships with organisations and clients to ensure service levels remain high.
- Assist with business related projects on behalf of the Directors.
- Ensure records are effectively maintained.

By:

- Using your legal skills to understand the specific demands and provide accurate advice.
- Understanding and responding to complex organisational and client issues in accordance with our policies and within a given timeframe.
- Implement the needs of the business in relation to brokers/medical facilities to allow for the development of policy documents and promote a productive relationship.
- Reviewing regulatory requirements to ensure the process for managing claims and complaints remains compliant throughout.
- Incorporating business decisions into our existing framework and strategy to complete projects as delegated by the Directors.
- Supporting the Client Relations Team with issues in complex claims.
- Accurately recording all events, details and actions on the workplace database.
- Undertake reasonable training and ensure knowledge remains current.
- Effective application of data protection measures throughout the role.
- Establish yourself as an effective business person with legal skills and work effectively as a member of the Team.
- Develop an understanding of how the functions of the role interlink throughout the business and impact on others.

The individual is responsible for supporting the business by:

Legal Advice and Communications - There are a significant number of commercial legal aspects within our business activity, which requires a detailed understanding of process, policy and legal knowledge. Complex issues often demand a more comprehensive response.

Develop Business Policy Documents - Detailed involvement will be required within the drafting of Terms of Business Agreements between ourselves and brokers, medical establishments and other commercial partners with whom we have a relationship. Wider experience within corporate legislation will be required to contribute effectively.

Develop Organisational/Client Relationships - This process may start with the client calls or correspondence expressing either a concern or lack of satisfaction. You may need to consider techniques to answer any questions, satisfy relevant demands or mitigate any concerns within any prevailing policy and regulations which may require regular contact. This is very important across the business as it can lead to the purchase of additional services from us and a good relationship can help in difficult circumstances when a claim is made. You will support the business in building these relationships by ensuring a positive and friendly manner when dealing with organisations and clients by phone.

Financial Ombudsmen Service - In managing client disputes, it may be necessary to liaise with the Financial Ombudsmen who can adjudicate on any dispute between a client and the Company. Ensuring that issues are effectively resolved in a timely manner will require a deep understanding of policy and process.

Assisting with Projects - This may require negotiation with external organisations or the development of policy, process, contracts or other specific business documents that have a wider impact on the management of the Company.

Updating the Database - The database is comprehensive and holds many records which are amended on a regular basis. You will be required to accurately maintain corresponding records in conjunction with issue management.

Supporting Other Services - The Paralegal is critical in communications between external organisations, regulatory authorities, clients and the company, and has to be proficient in all the services offered by the company. These include all the services described in the sales literature relating to Healthcare, plus the other General Insurance and Finance Services. All actions must be carried out in a compliant manner and in accordance with existing regulations and internal policy.

Personal performance, conduct and development

Meets targets and take responsibility for own performance

Enter actively into supervision, staff development and appraisals. Remain abreast of current services offered by the company and be aware of changes to legislation by the Financial Conduct (FCA).

Work in Accordance with the company policies and procedures

Be aware of and adhere to the General & Medical policies and procedures. Work in a way that meets the statutory requirements of employees under Health and Safety at work.

Flexibility and Teamwork

Work flexibly as part of a team to meet the need of the services provided by the company. Value each team member's contribution and help colleagues to the best of their abilities.

What You Can Expect From Us

This is a new position so you will have the opportunity to incorporate your legal knowledge and experience in order to shape the business as required.

- Attractive Salary dependant on Experience
- Access to Pension Scheme
- Sick Pay Scheme and Attendance Bonus
- Great Annual Leave Benefit
- Cash benefits linked to Personal Accident, Life Cover and Critical Illness
- Worldwide Multi Trip Travel Cover
- Employee Rewards Scheme
- Commitment to Employee Learning and Development
- Access to Wellbeing Services and Discount Scheme
- Free tea, coffee and fresh fruit
- Free Parking available in Public Area
- Friendly working environment in Peterborough, convenient location close to the A1

Please read the following Personal Specification and if this looks like the opportunity you've been waiting for then send your CV through to jobs@generalandmedical.com

Person Specification

Category	Essential Requirements
Experience	<ul style="list-style-type: none"> • Commercial Legal / Regulatory experience • Customer Service • Understanding information and producing complex written communications
Knowledge	<ul style="list-style-type: none"> • Understanding of the FCA • Data Protection • Understanding of the Financial Ombudsmen Services
Skills and Ability	<ul style="list-style-type: none"> • Excellent communication skills, both written and verbal • Understand and maintain confidentiality • Ability to assimilate complex information and articulate clearly and accurately • Meet work targets • Forms positive working relationships with colleagues • Can organise work priorities and self-motivate • Works as part of a team • Remains positive • With a keen eye for detail, write and prepare reports and other correspondence effectively • Ability to work independently and use own initiative • Problem solving and decision making ability • Good Microsoft Office Skills
Personal Attributes	<ul style="list-style-type: none"> • Professionalism demonstrated at all levels and all times • Integrity throughout your work • Flexible approach to adapt, overcome and succeed within the scope of the Job Description • Empathise and remain sensitive to the circumstances • Commitment to personal development and learning • Respectful approach towards the needs of the clients, other employees and all those with whom you engage