**JOB DESCRIPTION**

**MEDICAL SCHEME ADMINISTRATOR**

**LEICESTERSHIRE POLICE FEDERATION**

RESPONSIBLE FOR:

1. **PRIMARY FUNCTION**

* To assist in the smooth and efficient running of the Federation Office with a strong focus on customer service for Medical Scheme members
* To provide a pro-active, complex and comprehensive secretarial and administrative support to the Chief Operating Officer and Medical Scheme Manager in which all matters are dealt with professionally, discreetly and regarded as confidential.

1. **RESPONSIBILITIES AND DUTIES**

* Act as the first point of contact for members to ensure that their queries are logged on to the database and escalated to the Medical Scheme Manager where necessary.
* Providing administrative support for Medical Scheme claims i.e., obtaining the required referral documents and sending out member claim forms.
* Responsible for organising and providing administrative support for all Medical Scheme meetings and events as directed by the Chief Operating Officer or Medical Scheme Manager i.e., invitations, agenda preparation, minutes and catering.
* Informing payroll of any changes or cancellations to Police Officer, Police Staff or Police Pensioner contributions.
* Ensuring Medical Scheme rates are accurate on the member database and payroll.
* Providing account reconciliations for member contributions.
* Ensuring that Medical Scheme database and member records are accurate and up to date.
* Responsible for collating and distributing new recruit information packs as necessary.

1. **PERSON SPECIFICATION - knowledge, skills and experience,**

It is essential that the post-holder has the following:

* Excellent organisational skills.
* Good knowledge of MS office suite, Outlook, PowerPoint and Excel.
* The ability to work autonomously with little intervention.
* Experience of and the ability to work under pressure with clear note taking abilities with both speed and accuracy.
* A proactive approach with the ability to seek out work.
* An innovative outlook with the ability to look for new ways to improve departmental processes.
* An full understanding of the importance of confidentiality and integrity.
* Excellent interpersonal and communication skills, demonstrating the ability to be assertive, confident and diplomatic with those internal and external to the organisation.
* An excellent Customer Service manner with a strong focus on members satisfaction.
* Achieve and maintain Non-Police Personnel Vetting Level 2 (“NPPV2”)

It is desirable that the post holder also has the following:

* Experience of working within a member services organisation.
* Experience of working within a clinical or healthcare setting.
* An understanding of Private Healthcare or Private Medical Insurance.

Please send your CV and covering letter to [recruitment@polfed.org](mailto:recruitment@polfed.org).