

# Applicant Pack

Technical Leader



**NHS**

Resolution

## Career in Claims Management

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## Welcome Letter

Dear Applicant,

Thank you for your interest in the position of **Technical Leader at NHS Resolution**. This is an exciting opportunity to join a dynamic and innovative organisation that is committed to improving patient safety and quality of care.

NHS Resolution is an arm's-length body of the Department of Health and Social Care, providing expertise to the NHS on resolving concerns and disputes fairly, sharing learning for improvement and preserving resources for patient care. We operate a number of indemnity schemes, on behalf of the Secretary of State for Health and Social Care, primarily for the handling of liability claims against English NHS Trusts and other commissioners and/or providers of NHS care.

As a Technical Leader, you will be accountable for the technical performance of the team whilst ensuring an exemplary standard of customer service and team technical competence.

The Technical Leader is also accountable for team and self in the achievement of technical KPIs and in the achievement of, or exceeding, designated technical audit standards. They will be accountable for the technical development of staff and in collaboration with the Operational Team Leader is responsible for career development.

The successful applicant will contribute to successfully managing claims on behalf of Trusts or GPs and NHS England.

In this job pack, you will find more information about NHS Resolution, the job description, and the person specification. You will also find details on how to apply, the selection process and the benefits of working for us.

We are looking for candidates who share our vision, values and objectives and who have the skills, experience and motivation to make a positive difference.

If you have any questions or need any assistance with your application, please do not hesitate to contact the claims recruitment team.

I hope you find this job pack useful and informative and I look forward to receiving your application soon.

Kind Regards,

*Jon Cawley*  
*Head of Claims Operations*

## NHS Resolution – Claims Management

Healthcare in the NHS is very safe but on the rare occasions when things go wrong, or there are concerns about clinicians in practice, it is important that those involved are properly informed and supported, unnecessary costs are contained and that we learn to improve.

The bulk of our workload is handling negligence claims on behalf of the members of our indemnity schemes: NHS organisations and independent sector providers of NHS care in England and since April 2019, beneficiaries of state-backed indemnity for general practice.

Compensation arises not just for clinical errors, but also for injuries to employees and members of the public who are injured in the course of their employment or in accidents on NHS premises. Healthcare staff can be deeply affected when they are involved in an incident.

The indemnity schemes we run serve the purpose of minimising unnecessary costs and spreading this over time by providing economies of scale and the best possible value in expert management of claims for compensation. This ultimately protects patients by preserving funds for healthcare.

The Claims directorate is led by Simon Hammond and is responsible for managing a total of ten indemnity schemes covering legal liabilities of NHS organisations in England, independent sector providers of care to NHS patients, clinical and non-clinical liabilities that have transferred to the Secretary of State for Health and Social Care following the abolition of relevant bodies.

There are seven clinical negligence schemes, including the Clinical Negligence Scheme for Trusts (CNST), the Clinical Negligence Scheme for Coronavirus (CNSC), the Clinical Negligence Scheme for General Practice (CNSGP), and the Existing Liabilities Scheme for General Practice (ELSGP).

The Claims directorate also manages three non-clinical schemes including Liabilities to Third Parties Scheme (LTPS) and Property Expenses Schemes (PES). There are claims staff that are based across both London and Leeds offices with 11 regional teams managing CNST and LTPS, one team dedicated to managing Covid-related claims and currently seven teams who manage the two GP indemnity schemes.

Our Junior Case Manager Apprenticeship combines practical case management experience while studying to achieve a Level 3 Apprenticeship. All these teams sit under the wider Claims Operations Team, which also includes:

- Claims Validation
- Claims Training and Recruitment Team
- Junior Case Manager Training Team
- Claims Support Service (CSS)

*“Our purpose is to provide expertise to the NHS to resolve concerns fairly, share learning for improvement and preserve resources for patient care.”*

To find more, please click here: [please click here: Claims Management](#)

## NHS Resolution - Core Values

We have an established core set of values - (PEER).

- Professional
- Expert
- Ethical
- Respectful

We strive to stand for these values - they reflect how we work, how we want to treat each other and those we work with. To assist in explaining what it means to live the PEER values, we have a behaviours framework. The behaviours framework defines the core beliefs and expected conduct, fostering a cohesive work environment. The framework articulates the shared values that reflect our identity, influencing decision-making and interactions among staff.

Developed in consultation with staff and senior managers, the behaviours framework articulates what behaviours are required to enable us to fulfil our purpose of providing expertise to the NHS to resolve concerns fairly, share learning for improvement and preserve resources for patient care. The behaviours framework applies to all staff, regardless of function or title.

Each value is defined in general and a set of effective behaviours details what it means to live that value. We will use the behaviours framework in all aspects of our work and as a basis for defining and developing our culture that includes:

Ensuring that we have the right people, in the right roles with the right behaviours and competencies with access to the right opportunities, exposure, stretch and development.

Supporting a just and learning culture where staff feel empowered and have the freedom to speak up where necessary in a respectful, collaborative manner.

We want our people to feel valued, motivated and supported to contribute to the changes ahead with a clear knowledge of what is expected of them.

*'...ensuring that we attract, recruit and develop our people to create a sustainable workforce to effectively deliver our strategy.' Ensuring the organisation's values and behaviours are at the heart of everything we do.'*

To aid our values we have well established networks for staff on diversity, disability, LGBTQ+ and sustainability. We also hold a level 3 award in the Disability Confidence Scheme and a Gold accreditation in Investors in People.

To find more, please click here: [LinkedIn: Life](#)

## Professional

We are dedicated to providing a professional, high quality service, working flexibly to find effective and efficient solutions.

- I communicate in a positive manner when representing NHS Resolution. I introduce myself clearly and demonstrate positive body language.
- I continuously strive for the highest possible standard in the service I provide, and I fulfil agreed commitments made to internal and external stakeholders.
- I take personal responsibility for my behaviour and reflect on the impact it may have on others.
- I regularly reflect on my working practices and behaviour and how I might improve in both areas.
- I adopt a positive attitude when problem solving, focusing on solutions and working to overcome setbacks.
- I engage positively with change and offer both supportive and constructive challenge as part of the process.
- I understand the value of support and supporting others. I raise concerns through the appropriate procedures and processes.
- I learn from experience about what works well and why in order to replicate and optimise these behaviours.

## Ethical

We are committed to acting with honesty, integrity and fairness.

- I conduct myself openly and transparently in order to support a balance of fairness, justice and learning.
- I seek authority and support where necessary and include others in decision making where appropriate.
- I remain impartial in my work by keeping personal bias and intolerance out of the workplace.
- I aim to make effective use of public monies and follow internal and national guidelines, policies and procedures when making decisions.

## Our PEER values



## Expert

We bring unique skills knowledge and expertise to everything we do.

- I seek out and take interest in new ideas and ways of working.
- I actively seek out and utilise the expertise of colleagues within the organisation and across systems.
- I improve my knowledge, skills and technical competence through relevant Continuing Professional Development (CPD).
- I share and use my knowledge and expertise to both innovate and enable best use of public resources.
- I follow agreed best practice in line with internal and national policies and procedures.

## Respectful

We treat people with consideration and respect and encourage supportive collaborative and inclusive team working.

- I am helpful, courteous and civil to people. I ensure this is reflected in all my communications (oral or written) with internal and external stakeholders.
- I am self-aware and have the ability to interpret my thoughts and feelings in a clear manner.
- I challenge behaviour that is not in line with our values and behaviours.
- I encourage open, honest dialogue and behaviour that helps foster a collaborative work environment to provide the best possible service for stakeholders.
- I am open to feedback around differences and manage these differences in line with our values, policies and procedures.
- I recognise the importance of role modelling the organisational values and leading by example at all times.
- As part of our just and learning culture, I will ensure I am aware where the boundary lies between acceptable and unacceptable behaviour.
- I recognise that incivility, rudeness and bullying are damaging to staff wellbeing as well as productivity.
- I am respectful and kind.

## Application

If you are a skilled **Technical Leader** and have legal and/or insurance expertise in clinical negligence and or non-clinical claims management, and you are ready to take on a new challenge, we would be delighted to hear from you.

To apply please provide us with your CV and Covering Letter, listing detailed work history and job responsibilities. The CV should cover exactly what you will bring to this role and how you meet the essential criteria in terms of your background, experience and career achievements to date. We communicate with our candidates via phone and email, please ensure you have added your mobile phone number and your personal email address within your application.

*Please note: If you require a Visa to work in the UK, NHS Resolution is currently unable to support any sponsorship requests.*

## Written Assessments

The assessment will relate to the position you are applying for, and you can prepare for the assessment by finding out more about NHS Resolution in general, but more specifically about the role. Assessments are often in the form of a timed remotely administered questionnaire or scenario-based brief, aimed at assessing the competencies required by the role.

Other forms of assessments may also be used, such as telephone interviews or competency surveys. Make sure you always take the time to read the instructions and that you understand the questions.

Written Assessment, which will be used for further shortlisting, will take place remotely and applicants will be informed of dates via email.

## Further Assessments and Interviews

Further assessments and interview dates are scheduled usually 7-10 days after written assessment and selected applicants will receive instructions via email.

The assessments and interviews are focused on the competencies and technical skills that are most important for the position and reflected in the job description and personal specification. Group Assessments are designed to be undertaken by 2-6 applicants. A panel will observe and score against a set of behaviorally anchored rating scales and a numeric result will be allocated for each competency.

Applicants selected for each stage will be sent information on how to prepare.

For any recruitment queries, please contact our team at [nhsr.claimsrecruitment@nhs.net](mailto:nhsr.claimsrecruitment@nhs.net)

## Job description

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<b>Job title:</b>	<b>Technical Leader</b>
<b>Pay band:</b>	<b>AfC Band 8b</b>
<b>Hours:</b>	<b>37.5</b>
<b>Accountable to:</b>	<b>Operational Team Leader</b>
<b>Location:</b>	<b>NHS Resolution Offices</b>

### Purpose

The post holder is expected to fully understand, embrace and uphold NHS Resolution's Purpose and Values:

*"To provide expertise to the NHS on resolving concerns fairly, share learning for improvement and preserve resources for patient care."*

### Values

#### **Professional**

Being an organisation which operates to the highest possible professional standards.

#### **Expert**

Being the centre of expertise for resolving claims, disputes and concerns about performance.

#### **Ethical**

Having high standards and doing the right thing.

#### **Respectful**

Dealing with customers, colleagues, patients and the public in a considerate and respectful way.

## Key working relationships

### Internal

- All NHS Resolution staff

### External

- NHS Bodies
- Panel firms
- Arms' Length Bodies
- Other external stakeholders

## Claims Service

NHS Resolution is a special health authority that operates a number of indemnity schemes, on behalf of the Secretary of State for Health, primarily for the handling of liability claims against English NHS Trusts and other commissioners and/or providers of NHS care.

The claims teams manage clinical and non-clinical claims under the various schemes NHS Resolution operates on behalf of the Secretary of State and DHSC.

The claims teams are usually, but not exclusively, composed of an Operational Team Leader, a Technical lead and a variable number of Senior Case Managers and Case Managers. Claims Assistants and administrators provide additional support.

## Job summary

The Technical Lead role is a key strategic leadership and management role in the Claims Management function. They are a senior member of the claims team, investigating, negotiating, reserving and settling claims within the agreed authority level in accordance with NHS Resolution's requirements.

They are responsible and accountable for the interpretation and application of case law that has a direct impact on patients and service users who may have been harmed by a result of an action within a member Trust.

The role holds a personal case handling authority of up to £6 million, in accordance with the handling authorities framework, and is accountable for assessing and reviewing individual team members handling authorities, making recommendations for changes or uplift in accordance with the handling authority framework, utilising audit data and supporting evidence for any recommendations made.

The role holder will ensure an exemplary standard of customer service and team technical competence, whilst being accountable for the technical performance of the team. They are accountable for team and self in the achievement of technical KPIs and in the achievement of, or exceeding, designated technical audit standards

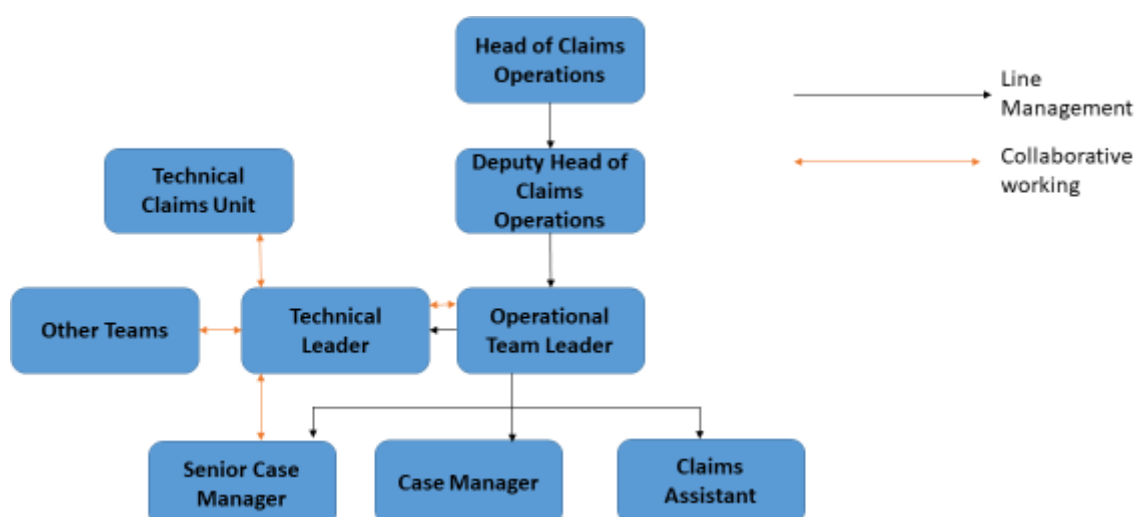
The role holder is accountable for the technical development of all team members to ensure the continuous improvement of technical skills and knowledge and in collaboration with the Operational Team Leader is responsible for the career development of the team including input into yearly appraisals.

Also in conjunction with the Operational Team Leader, they will ensure a talent management and succession plan is in place for the team that feeds into the departmental talent pipeline.

Acting as the senior technical referral point for members of the team, they will provide guidance and training to team members to ensure the highest possible standard of claim settlement and claims cost containment.

The role will operate in a matrix capacity acting as a technical specialist providing support, advice and guidance across multiple teams. The role holder will work closely with Technical Claims Unit as well as other areas of the claims function.

## Structure chart



## Main duties and responsibilities

### Leadership

- Set, and display, a high level of compassionate leadership behaviour in the team. Act as a role model for the team and display PEER values in interactions with all members of NHR, key stakeholders and anyone interacted with in a work setting.
- Be a leader in continuous improvement or research and development, and develop a continuous improvement environment where individuals are encouraged and supported to drive innovation to deliver improved efficient and effective services. Have accountability and ownership for key projects.
- Establish a safe working environment for team members to raise issues and concerns and handle these professionally and sensitively, to enable learning and improvement.
- Deliver cultural and behavioural changes aligned to the organisation's strategy.
- Plan and manage the operational interpretation and implementation of new policies and procedures to meet organisational objectives and improved service delivery, and propose new policies that will produce service development and service improvement.
- Use personal expertise to both innovate and pro-actively contribute to continuous operational performance improvement.

### People and Resource Management

- Work in collaboration with the Operational Team Leader to run and manage recruitment campaigns for claims to ensure a talent pipeline for the function having responsibility for the assessment of candidate's technical ability and suitability for the role.
- Periodic review of individuals handling authority and recommending appropriate changes. This will be completed at least every twelve months.
- Lead and manage the achievement of technical performance, such as litigation rate, defence costs, within the team and develop the skills of individuals in the team to grow the capability of staff.
- Identify, evaluate and manage, through a structure approach, technical skill gaps within the team and develop and deliver a plan to fill those gaps in order to improve long-term service delivery and meet strategic objectives.
- In collaboration with the Operational Team Leader, manage the integration of Junior Case Managers into the team.
- Provide talent management and succession planning activity to ensure career development opportunities for junior members of staff
- Manage cases with reserves up the designated DHSC specified limit Approving and authorising of claim payments.
- Ensure expenditure correctly authorised and managed. Assist with the management and projected expenditure from the team.
- Work with the Operational Team Leader to ensure the PPO process is correctly administered and monitored.

- Collaborate with the Operational Team Leader to manage the resolution of complaints.
- Provide occasional cover for the Operational Team Leader if required due to unplanned absence.
- Lead on the identification and effective management of Health and Safety related issues in the team.

## Communication and Relationship Management

- Responsible for the development and management of effective relationships with members and beneficiaries of NHS Resolution's schemes.
- Through effective management ensure teams and individuals deliver a high level of customer service to members.
- Operate and collaborate in a matrix leadership capacity acting as an expert technical specialist providing support, advice and guidance across multiple teams
- Act as the technical referral point within the team, leading the review of and managing complex, contentious and sensitive issues.
- Support staff within hostile and/or stressful environments and offer leadership support to staff involved in managing claims.
- Build an effective working relationship with the Operational Team Leader to ensure team members are supported sufficiently in technical referrals and development.
- In communication with all parties that may not be familiar with the claims process, ensure sensitive responses and communication of issues including dissemination of highly complex legal principles to the layperson.
- Responsible for developing effective working relationships with external stakeholders.
- Liaise with external parties involved in claims and, where appropriate, lead the challenge in relation to their decisions (e.g. on apportionment and other relevant claims handling issues) in line with any agreed protocols or agreements in place at the time.
- Lead meetings, which contain highly complex and sensitive information, with clinicians and patients, to successfully negotiate resolutions and actions to suit all parties.
- Provide support, expert opinion and assistance to clinicians involved in a claim. This will include provision of expert empathetic advice on claims processes, clinical input on management, general updating and, where necessary, obtaining necessary authorities.
- Lead on the expert management of communication with MPs and patients that will include highly complex and sensitive information.
- Maintain a strong working relationship with the Claims Leadership team and cross-organisational colleagues including Technical Claims Unit, Early Notification Team, Safety and Learning, Corporate Directorates and the Senior Management Team.
- Attend other strategic liaison meetings as required to support the effective delivery of claims management as aligned to the organisation's Strategy.

- Contribute to the sharing of data and analysis on claims to support learning and prevent harm.
- Provide expert general, non-clinical advice, information and guidance to claimants (patients) and/or their representatives.

## **Analysis and Judgement**

- Lead on and manage highly complex referrals by the team covering highly contentious member and beneficiary issues.
- Examine trends/potential issues/risk alerts from allocated Trusts and liaise with the Safety and Learning Team to assist scheme members and beneficiaries on matters affecting patient well-being providing expert advice.
- Manage and ensure coding accuracy and ESD accuracy.
- Assess and monitor referrals to TCU.
- Commission expert opinion in contentious matters where conflicting views are apparent.
- Provide high-level legal support to scheme members / beneficiaries and other contacts.
- Analyse and, where necessary, escalate potential issues and / or significant concerns in line with local and organisational processes in particular those that may have reputational or financial consequences.
- Sample claims handling activity to ensure team compliance with agreed standard operating processes and manage where necessary.
- Work with the Operational Team Leader to plan and undertake regular audit and review of the team's operational and technical capabilities to aid development and improved service delivery.

## **Freedom to Act**

- Operate independently but in a matrix method with the operational lead and TCU.
- Autonomy to make decisions about highly complex case management and settlement with a handling authority up to £6 million.
- Authority to make decisions within contentious claims but ensuring consistency in approach across the function and within separate teams by sharing decision making and approach with peers
- Understand and all NHS Resolution's products and services and where they fit within the wider NHS.
- Understand and implement plans to deliver NHS Resolution's strategy and direction.
- Build and manage effective working relationships across NHS Resolution functions to share best practice and operational excellence.
- Interpret NHR Policy and Procedure and collaborate with the operational lead to manage the team and provide the most efficient, effective service delivery.

## Planning and organisational skills

- Lead on the delivery of Business Plan targets achievement through Key Performance Indicators.
- Plan, propose and implement service and directorate policies that will improve service delivery and meet strategic objectives.
- Proactively research technical developments, and horizon scan in order to enhance the technical knowledge, skills and strategy of NHSR by the planning, organisation and delivery of a methodology to share that knowledge
- Lead the team in technical claims management and organise self to ensure application of current case law is shared appropriately within the team.
- Work in collaboration with other Technical leads lead on the planning of strategy for the function in relation to claims handling and operationalise those plans.
- Budget holder with authority to control expenditure within agreed limits.
- Ensure appropriate reserving and associated data is held and analysed in accordance with NHS Resolution's obligations.
- Develop and implement plans and strategies to ensure case management tasks are dealt with within agreed time limits for both self and team members.
- Plan for and participate in audits (internal and external), and lead the development of individuals within the team on these tasks.
- Proactively manage own caseload and provide expert guidance to members of the team in order to develop best practice.
- Lead on internal NHS Resolution policy and implementation across team.
- Lead litigation and trail assessment meetings on a weekly basis.
- In conjunction with TCU, plan and operationalise the strategy for delivery of new schemes.
- Work collaboratively with Claims Intervention Team

## Develops Self, Other and Team

- Undertake personal and professional development as required to deliver own and team objectives and organisational strategy.
- Participate in the Annual Performance Appraisal process, proactively sourcing and undertaking training as identified in own Personal Development Plan to ensure continuous professional development
- Collaborate with the Operational Team Leader to ensure team members recognise areas for development and manage the progress of team members in that development.
- Work in conjunction with the Operational Team Leader to complete appraisals for the team and develop PDPs.
- Manage the technical ability of team individuals and develop plans to progress their skills and knowledge.
- Develop and lead a programme of continuous development of knowledge e.g. relevant updates on case law.
- Act as subject matter experts and identify, design and deliver training modules which feed into the Training and Development Framework for the the claims function.

- Coach, mentor, motivate, support and guide team members and identify training needs and ensure provision of developmental training.
- Work with colleagues in HR&OD, and the Claims Leadership Team, to manage and develop team members through the recognised training matrix, undertaking regular reviews and identifying development needs.
- Practice and role model continuous learning and update the organisation's knowledge of the wider health economy, claims management best practice and legal and regulatory changes.
- Assist in designing, developing and facilitating training across the claims function, to the wider organisation and for external stakeholders as required.

## Effort and working environment

- **Physical Effort**

Partly office based post that requires the post holder to sit in a restricted position for the majority of the working day; the post holder will be required to undertake light physical effort when carrying laptop and documents between NHS Resolution offices and/or meetings and events.

- **Mental Effort**

A regular requirement for sustained period of concentration with an unpredictable work pattern.

- **Emotional Effort**

Occasional exposure to highly distressing or highly emotional circumstances dealing with staff issues and upsetting claims.

- **Working Conditions**

Normal office conditions with a requirement to use a computer for the majority of the working day. The post holder will be required to travel to attend external meetings on an occasional basis via public transport.

## Further information

1. The role holder must ensure that personal information for claimants, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the *Data Protection Act/General Data Protection Regulations 2018* and the *Common Law Duty of Confidentiality*.
2. The role holder must follow the record keeping guidelines established by NHS Resolution to ensure compliance with the *Freedom of Information Act 2000*.
3. The role holder is expected to take responsibility for self-development on a continuous basis, undertaking on-the-job and other training as required.
4. The role holder is required to become familiar and comply with NHS Resolution policies and procedures.
5. The role holder must be aware of individual responsibilities under the *Health and Safety at Work Act* and identify and report, as necessary, any untoward accident, incident or potentially hazardous environment.

6. The role holder is expected to develop IT skills.
7. The role holder may be required to undertake duties at any location within NHS Resolution, in order to meet service needs.
8. **This job description and person specification are intended as a guide to the main responsibilities and profile of the role and not as an exhaustive list of duties and tasks. The role holder may be required to undertake other duties appropriate to the role's grade, which are not listed above, at the direction of a manager. The job description may be amended from time to time after consultation with the post holder.**
9. NHS Resolution operates *No Smoking Policy* and *No Alcohol policies*.

## Person Specification Technical Leader

Category	Criteria	Essential (E) Desirable (D)	How tested*
<b>Education &amp; Qualifications</b>	Masters Degree or equivalent experience	E	A & I
	Recognised post graduate management qualification	D	A & I
	Insurance/ legal/ clinical/ medical qualification	D	A & I
<b>Skills &amp; Abilities</b>	Excellent communication, interpersonal facilitation and presentation skills	E	A, I & T
	Demonstrable significant experience of working in a cross functional and multi stakeholder environment	E	A, I & T
	Ability to deal professionally and diplomatically with senior managers, colleagues and staff, demonstrating resilience in often difficult and challenging circumstances	E	A, I & T
	Able to influence others as part of an effective team of managers	E	A, I & T
	High level interpretation and analysis of management information	E	A, I & T
	Prepare written documentation in a concise and professional manner conveying highly complex sensitive and contentious information	E	A, I & T
	Demonstrable evidence of high level negotiation skills and task planning	E	A, I & T
	Demonstrable evidence of the ability to plan and organise a broad range of complex activities and service improvement strategies with the ability to adjust plans or strategies as service and customer needs change.	E	A, I & T
	Able to explain highly complex issues to others and overcome any barriers to understanding	E	A, I & T
	Excellent coaching and mentoring skills	E	A, I & T
	Able to manage and successfully progress several conflicting priorities at the same time	E	A, I & T
	Able to make decisions and accept responsibility and take difficult decisions	E	A, I & T
	Proficient IT skills and ability to use Microsoft Office packages (ie Outlook/ Word/ Excel/ PowerPoint)	E	A, I & T

<b>Experience</b>	Extensive experience of handling complex personal injury/clinical negligence claims to a successful conclusion	E	A, I & T
	Demonstrable evidence of the ability to plan and organise a broad range of complex activities and service improvement strategies with the ability to adjust plans or strategies as service and customer needs change.	E	A, I & T
	Experience of successfully managing a complex caseload and while successfully achieving set targets	E	A, I & T
	Developing, monitoring and improving processes and procedures for improved service delivery	E	A, I & T
	Experience of planning designing and delivering training interventions to share expert knowledge	E	A, I & T
	Consistently achieving targets and key performance indicators	E	A, I & T
	Experience of planning and operationally managing a complex service, including working in collaboration with peers to plan and manage the delivery of work by a team as well as managing fluctuations in demand and changing priorities in order to deliver strategic objectives	E	A, I & T
<b>Knowledge &amp; Understanding</b>	Expert, specialised and in depth knowledge over a wide range of areas related to personal injury and clinical negligence claims	E	A, I & T
	Extensive knowledge and understanding of the application of current law and clinical practice to clinical and personal injury claims	E	A, I & T
	Understanding of NHS Resolution business objectives and philosophy	E	A, I & T
	Knowledge and understanding of confidentiality within the workplace (particularly within the NHS)	E	A, I & T
	Knowledge and understanding of Equality Act (2010)	E	A, I & T
	Knowledge and understanding of Freedom of Information Act (2000)	E	A, I & T
	Knowledge and understanding of Data Protection Act/General Data Protection Regulations (2018)	E	A, I & T
<b>Other</b>	Commitment to own personal and continued professional development	E	A & I & T
	Professional approach	E	A & I & T

	Self-motivated and confident in applying knowledge, understanding and skills	E	A & I & T
	Ability and the flexibility to meet operational requirements by attendance at the office or other venue when requested upon receiving reasonable notice	E	A & I & T

\* A – application form; I – interview; T – test

## NHS Resolution – Staff Benefits

- Annual Leave - runs from 1st April until 31st March. Full-time staff are entitled to 27 days plus eight bank holidays. Employees are awarded additional annual leave after 5 and 10 years of NHS service. If you work part time, then your annual leave will be calculated on a pro rata basis.
- Flexible Working - we offer employees the option to consider flexitime, homeworking, compressed hours, part-time working, job sharing and unpaid employment.
- We offer you the option to join one of the most generous and comprehensive pensions in the UK. Automatic membership on joining NHS Resolution. For more information on NHS pensions, please click here: [Welcome | NHSBSA](#)
- Cycle to work scheme - discounts on bicycles and cycling equipment through a salary sacrifice scheme.
- Season ticket loan scheme - we can purchase an annual travel card, which staff can pay in monthly instalments, resulting in cost savings.
- SpecSavers eye care voucher - a free eye test and £45 toward glasses for use with a visual display unit.
- Health service discounts & HASSRA – offers great discounts for various high street stores, holiday packages, car maintenance.

## Employee Assistance Programme

Free advice and counselling on a variety of issues including health, family, work, legal, finances, and retirement. This is available to all employees and their immediate family members.

## Equality, Diversity and Inclusion

We are committed to Equality, Diversity and Inclusion and the support of staff health and wellbeing. In 2023 alone, NHS Resolution has been awarded Disability Confident Leader status and Investors in People Gold. Apprentices and colleagues across the organisation are also supported by the recent award-winning CIPD (Chartered Institute of Personnel and Development) Outstanding HR (Human Resources) or L&D Apprentice for 2023.

## NHS Resolution - Careers

We sincerely care about our colleagues, promoting work-life balance, wellbeing, and flexible working. We believe that the skills and experience you bring to NHS Resolution are invaluable. We want you to have the opportunity to develop your abilities, and to pioneer and develop in areas which you are passionate about.

For more information, please click here: [NHS Resolution: Careers](#)