

**In addition to your role, specific responsibilities for the following also apply**

- Be aware of and apply the company's values, taking into account Simplyhealth Professionals' policies and procedures (available on the intranet).
- Take an active role in managing your own personal development in line with objectives agreed as part of the appraisal process and other identified development needs, in order to increase your effectiveness.
- Take personal responsibility for following established departmental and company procedures, and where identified, communicating to your line manager any ideas for improvement and change.

**Sales/Service staff:**

- Take personal responsibility for ensuring compliance with Simplyhealth Professionals approach and procedures for handling customers, and for maintaining a fair and ethical approach to our customers.
- Take responsibility for ensuring that products and service delivered to customers are (and remain) appropriate to customer needs, and that customers are treated in a fair, ethical and consistent manner.

**Non customer facing staff**

- Understand and consider the implications for internal and external customers in everything you do.

**Any staff handling personal data**

- Ensure all customer and employee data is kept secure, and confidentiality is not breached, by adhering to the Data Protection Legislation\* as well as company policies and procedures in the handling of all data.

**If you have line management responsibilities**

- Conduct 6 monthly appraisals and monthly 1:1's with each member of your team, reviewing and setting meaningful and challenging objectives and competencies in line with business needs.
- Ensure that all customers are handled in accordance with company policy and Procedure, which is designed to ensure fair and consistent treatment of our customers.
- Build and maintain a culture in your team of fair, ethical and consistent treatment of customers
- Demonstrate the behaviours and be a role model for the Simplyhealth Professionals, leadership qualities, to drive the leadership strategy forward, and build an engaging environment for our people.
- Promote a commitment to sound risk management in your team.

**All management roles**

- Ensure the risks for your area are understood, managed, documented and reported against risk indicators, as appropriate

**All roles where attendance or membership at a Governance committee is required:**

- Play an active part in Governance committees, as assigned.

\* Data Protection Legislation: means the following legislation to the extent applicable from time to time: (a) the Data Protection Act and any other national laws implementing Data Protection Directive (95/46/EC) and the Directive on Privacy and Electronic Communications (2002/58/EC); and (b) with effect from 25 May 2018 the General Data Protection Regulation (2016/679) (GDPR); and (c) any other similar national privacy law as amended from time to time;