

Job description

Service area:	Primary Care Services, Change & Service Improvement Team
Job title:	Business Change Officer
Band:	4
Location:	Flexibility in NHSBSA location

Job purpose:

This is an important role supporting the delivery of change across Primary Care Services. The role involves working alongside Delivery Managers within the team and liaising with other business areas such as Technology, Digital, Portfolio and Finance on a variety of projects and requests.

In this role, you are accountable for:

1. Logging and tracking all change requests, providing updates for reports and keeping project systems up to date to reflect accurate status.
2. Assisting the Delivery Managers with writing Business Case and Project Initiation Documents for activities on the Primary Care Services Roadmap.
3. Producing accurate monthly Project Finance Reports and escalating any exceptions to Delivery Managers.
4. Maintaining Portfolio Management Tool with all updates on project progress in a timely manner.
5. Project delivery support activities such as responsibility for documenting actions, issues and monitoring risk and benefits logs.
6. Attending meetings/working groups with internal and external stakeholders to support project activities.
7. Assisting with project delivery and service improvement activities working alongside colleagues in PCS, Technology, Digital and Portfolio Teams.
8. Carrying out desk top research and providing summary reports to help inform Delivery Managers.
9. Organising workshops with internal and external stakeholders.
10. Undertaking analysis on benefits achieved and service performance.

11. Respond to queries and requests for information and liaises with internal and external contacts to clarify requirements or relay relevant information.
12. Participates in the delivery of significant performance and service improvements and enhancements to Primary Care Services.

In addition to the above accountabilities, as post holder you are expected to:

1. Undertake additional duties and responsibilities in line with the overall purpose of your role and as agreed by your line manager.
2. Demonstrate NHSBSA values and core capabilities in all aspects of your work.
3. Foster an environment where your own and colleagues' safety and well-being is promoted.
4. Contribute to a culture which values diversity and inclusion.
5. Comply with NHSBSA policies, procedures and protocols as they apply to your role.

Working relationships

Responsible to: Delivery Manager

Responsible for: N/A

Key relationships and connections:

1. Delivery Managers
2. Senior Service Improvement Lead
3. Senior Service Delivery Manager
4. Operational Readiness Manager
5. Finance
6. Technology
7. Portfolio Team

Person specification

Service area: Primary Care Services
Job title: Business Change Officer

Personal Qualities, Knowledge and Skills

Essential Criteria:

1. Willingness to learn and work within a fast-paced, changing environment
2. Self-starter, able to prioritise own workload and deliver results
3. Great attention to detail
4. Good communication skills
5. Ability to write clear reports/Business cases/options appraisals
6. Familiarity with Microsoft IT packages

Desirable Criteria:

1. Knowledge of Primary Care Systems and Processes
2. Knowledge of Project Management methodologies

Experience:

Essential Criteria:

1. Responsibility for collating and maintaining information resources eg reports, documents
2. Regular use of Microsoft IT packages including Excel
3. Either analytical or business administration experience
4. Understanding of Primary Care Services
5. Experience in writing reports, business cases, impact analysis
6. Desk top research

Desirable:

1. Experience in a delivery environment
2. Business Improvement experience

Qualifications:

Essential Criteria:

1. NVQ Level 3 in Business Administration or equivalent

Core Capability Level (Minimum):

1. Confidently and clearly presents messages in all communications
2. Spots warning signs of things going wrong and escalates when required
3. Shares knowledge freely and provides timely information to others
4. Seeks opportunities for improvement through continuous learning and identifies own development needs
5. Gathers and uses evidence to assess the benefits and risks of a wide range of options when making decisions
6. Has a good understanding of own area's strategy and how this contributes to organisational priorities