

Job description

Service Area: Strategy, Performance, Business Development & Growth

Job Title: Benefits Support Manager

Band: Band 7

Location: Stella House, Newcastle (Hybrid Working)

Job purpose

NHS Business Services Authority (NHSBSA) is an executive non-departmental public body of the Department for Health and Social Care (DHSC). As an Arm's Length Body, (ALB) it is responsible for providing a complex range of critical services to support the priorities for the NHS in England and Wales, Government, and local health economies. Managing £43 billion of NHS spend annually, the NHSBSA's vision is to be the delivery partner of choice for the health and care system and the organisation exists to be a catalyst for better health. The NHSBSA provides platforms and services at scale and nationally, utilising leading-edge technology so that we deliver great taxpayer value and provide huge savings for the NHS which can be reinvested in frontline care. To achieve this, the NHSBSA delivers a significant and ambitious portfolio of change with forecast average annual capital spend in excess of £30m.

As the Strategy, Performance, Business Development and Growth directorate matures and grows within the NHSBSA there is a need to further support our Benefits function with the role of a Benefits Support Manager. The Benefits team support all levels of benefits management and the delivery of wider system efficiencies. This includes, but is not limited to, supporting development of business cases, delivering benefits workshops, monitoring and reporting of project and programme benefits and providing advice and guidance to change delivery colleagues, project board members and SROs. With the support of the Benefits Analyst the post holder will develop benefits profiles for portfolio projects and programmes and wider system efficiency initiatives.

The post holder will need to work closely with Portfolio Management (PMD) colleagues, senior leaders across the organisation and on occasion with external stakeholders. The postholder will be a member of several Programme Review Boards (PRBs).

In this role, you are accountable for

1. Delivering timely and accurate reporting of portfolio benefits and wider system efficiencies for designated services to support monthly and quarterly benefits reporting at both directorate, portfolio and NHSBSA Board level. This includes reviewing and validating analysis supplied by the Benefits Analyst and following up on anomalies with service areas where necessary.
2. Supporting and reviewing the development of dashboards and reporting tools as required to support benefits modelling and reporting, working with the Benefits Analyst to implement improvements in reporting, including automation, data analysis, insight and data presentation to meet business needs.
3. Working closely with the Benefits Analyst, review the outputs of the benefits module of the portfolio management system to ensure that benefits records for designated services are accurate and up to date.
4. Delivering benefits workshops and developing benefits profiles for projects and programmes.
5. Reviewing project benefits reporting as part of project gateway review responsibilities.
6. Developing and maintaining relationships with members of PRBs and projects boards, PMD and Finance colleagues and external.
7. Attending PRB's and other project boards, actively supporting the review of project benefits, responding to queries, challenging assumptions and highlighting areas for discussion.
8. The postholder will be confident in developing an appropriate style that supports colleagues' understanding of benefits, using various means such as online meetings, phone calls and face to face meetings. It is essential that the postholder is capable of flexibility in their approach.
9. Achieving team and personal objectives in accordance with the SPBDG business planning priorities.
10. Communicating effectively, both verbally and in writing, complex benefits information and models with staff within and outside of the NHSBSA in relation to the provision of benefits services.
11. Working independently with minimal supervision and collaborating closely with your team to contribute to overall team performance.

12. Delivering training, support, advice and guidance to colleagues on benefits related matters.
13. Deputising for other Benefits Support Managers when required.
14. Supporting the Benefits Lead in the development of benefits guidance, products and services.
15. Supporting the Benefits Lead by undertaking first stage review of business cases, highlighting areas which require additional review and further input from the business case author.
16. Deputising for the Benefits Lead in non-staff matters such as attending Portfolio and Programme Assurance Group (PPAG).
17. Delivering post project reviews to collate lessons learned in respect of benefits and to validate the benefits realisation is on track.
18. Supporting the Benefits Lead in the development of wider system efficiency proposals for discussion with commissioners and sponsors.

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

1. Undertake additional duties and responsibilities in line with the 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. Encourage an environment where your own and colleagues' safety and well-being is promoted.
4. Contribute to a culture which values diversity and inclusion.
5. Follow NHSBSA policies, procedures, and protocols as they apply to your role.
6. Undertake travel as required.

Working relationships

Responsible to Benefits Lead

Responsible for N/A

Key relationships and connections

1. Benefits Analysts
2. PRB and project board members, including SROs
3. Heads of Service
4. Portfolio Management Directorate
5. External stakeholders

Person specification

Service area Strategy, Performance, Business Development & Growth

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Personal Qualities, Knowledge and Skills

Essential criteria

1. Excellent knowledge of benefits management methodologies and frameworks.
2. Budgeting and costing techniques.
3. Complex benefits modelling.
4. Strong leadership and motivational skills.
5. Able to handle sensitive and contentious issues and information.
6. Excellent communication skills, with the ability to communicate with a variety of audiences.
7. Personal management skills – self starter and able to work as a team.
8. Ability to prioritise workload where resource / time is limited and meet deadlines.
9. Ability to assimilate facts quickly and develop a reasoned response.
10. Good persuasion and influencing skills.
11. Well- developed analytical skills.
12. Curious nature and effectively deep dives into material.
13. Accurate with attention to detail.
14. Excellent problem solving skills.
15. Make formal presentations to large groups.
16. Diplomacy, assertiveness, proactive approach.
17. Process, analyse and present complex information to non-benefits colleagues.

Desirable criteria

1. Knowledge of HM Treasury business case guidance.
2. Ability to work under pressure.
3. Detailed understanding of NHS and Central Government benefit models.
4. Knowledge of IPA Benefits Management guidance.
5. Project evaluation techniques.
6. Knowledge of public sector and commercial benefits models.
7. Ability to use best practice in all aspects of benefits management.
8. Good understanding of NHSBSA services and systems.
9. Evidence of continued personal development.

Demonstrated by

1. Application Form
2. Interview

Experience

Essential criteria

1. Experience of providing relevant information in a concise format in order to establish good working relationship across the organisation.
2. Demonstrable practical experience of developing and realising benefits in large scale / complex organisations, including leading concurrent pieces of work of varying degrees of complexity, size and duration.
3. Practical experience of utilising available evidence and developing benefits profiles to support business case approval.
4. Proven ability and experience of managing senior stakeholders.
5. The assessment of likely benefits realisation.

6. Data analysis, interpretation and presentation skills.
7. Experience of work with MS Office tools (excel, word, powerpoint).
8. Experience of using Power BI dashboards and reports.
9. Supporting the production of board level reports.
10. Experience of facilitating workshops and events for a diverse range of stakeholder.

Desirable criteria

1. Operating and delivering projects in the public sector.
2. Experience of supporting the development of a benefits management service and delivering service improvements.
3. Project management experience.
4. Experience of using MIRO.
5. Experience of using Portfolio and Programme management systems.

Demonstrated by

1. Application Form
2. Interview

Qualifications

Essential criteria

1. Educated to Degree level (or equivalent qualification / experience).
2. Recognised Benefits qualification (Practitioner Level) and experience.

Desirable criteria

1. Project management qualification
2. Lean/agile
3. Facilitation skills
4. Presentation skills

Demonstrated by

1. Application Form
2. Certificates

Core capability (minimum level)

1. **Communication with impact and influence (Level 3)**
 - Confidently engages with stakeholders to advocate and generate commitment to goals.
 - Communicates using appropriate style, method and timing with colleagues across all levels and functions.
 - Persuades others, using evidence based knowledge, modifying approach to deliver messages effectively.
 - Negotiates well, responding to other people's expectations and concerns.

2. Innovating and improving (Level 3)

- Facilitates flexible use of resources through innovative structuring of teams and resources within own area.
- Uses creative methods to involve and generate new thinking from others.
- Keeps others informed through a variety of methods in order to inform and gain commitment to changes.
- Challenges the status quo and provides constructive feedback to senior managers on change proposals which will affect their business area.
- Invites and welcomes challenge to their own or others' views, encouraging robust debate.
- Challenges others to identify opportunities for cost saving and service improvements.

3. Working Together (Level 3)

- Creates, maintains and promotes a strong network of connections with colleagues across the organisation.
- Engages with a variety of stakeholders, listening and responding to their feedback, and encouraging others to do the same.
- Advocates collective decisions, even if their own view differs.
- Acknowledges and addresses conflict constructively.
- Develops a shared solution and makes difficult choices when necessary.
- Courageous in bringing out and working constructively through issues that arise from conflicting points of view to find common understanding.

4. Enabling Performance & Potential (Level 3)

- Translates business priorities into clear outcome focused objectives.
- Identifies and helps to address the capability gaps of people within own business area required to deliver business priorities.
- Is honest and realistic with people about their potential, whilst challenging them to stretch beyond what they believe they can do.
- Maintains effective performance in difficult and challenging circumstances, encouraging others to do the same.
- Provides direction and support without micro-managing.

5. Making own decisions (Level3)

- Delegates and empowers decision making to the appropriate level and builds confidence in others' ability to make decisions.
- Achieves an effective balance between decisiveness and analysis - recognises when an issue requires a more considered response or immediate confident decision.
- Weighs up data from multiple sources, bringing in an expert for support when necessary.
- Analyses and identifies risks in order to make decisions that take account of the wider context, including diversity and sustainability.
- Makes decisions when they are needed, even if they prove difficult or unpopular.

6. Understanding the Bigger Picture (Level 3)

- Engages colleagues in developing their understanding of the business strategy and the part they play in its delivery.
- Supports others to understand and recognise the purpose of their business area, so that they are engaged and motivated by it.
- Identifies people/teams across the business that face similar challenges and opportunities in order to work with them to produce the best outcome for the NHSBSA.
- Helps others understand the complex external environment in which the NHSBSA operates.
- Proactively scans the external environment, being alert to emerging issues and trends which might impact or benefit their own and their team's work and takes appropriate action.

Relevant professional framework

1. N/A