

Job description

Service Area: Strategy, Performance, Business Development & Growth

Job Title: Benefits Analyst

Band: Band 5

Location: Stella House, Newcastle upon Tyne (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 NHSBSA there is a need to further support our benefits function with a Benefits Analyst. Reporting to the Benefits Lead, the holder of this post has responsibility for providing timely and accurate analysis of portfolio benefits and wider system efficiencies to assist reporting at both directorate, portfolio and NHSBSA Board level. The post holder will work closely with the Benefits Support Manager to support the delivery of benefits workshops and the development of benefits profiles for portfolio projects and programmes.

The post holder will need to work closely with NHSBSA analyst colleagues across the organisation and on occasion with external analytical resource. The postholder will be a member of the NHSBSA analyst community of practice.

In this role, you are accountable for

1. Delivering timely and accurate analysis of portfolio benefits and wider system efficiencies to support monthly and quarterly benefits reporting at both directorate, portfolio and NHSBSA Board level.
2. Developing dashboards and reporting tools as required to support benefits modelling and reporting, implementing improvements in reporting, including automation, data analysis, insight and data presentation to meet business needs.
3. Maintaining the benefits module of the portfolio management system to ensure that actual benefits are captured and recorded and that forecast positions reflect the latest business case position.
4. Assisting the Benefits Support Manager to deliver benefits workshops and develop benefits profiles for projects and programmes.
5. Providing analysis and project benefits reporting to support project gateway reviews.
6. Developing and maintaining relationships with service analysts, MI analysts and PMD colleagues.
7. Positively achieving team and personal objectives in accordance with the SPBDG business planning priorities.
8. Communicating effectively, both verbally and in writing, data analysis and data quality issues with staff within NHSBSA in relation to the provision of benefits services.
9. Working independently and collaborating closely with your team to contribute to overall team performance.
10. Assisting the Benefits Support Manager in delivering training and support to colleagues on benefits related matters.

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 a small amount of travel.

Working relationships

Responsible to Benefits Lead

Responsible for N/A

Key relationships and connections

1. Benefits Support Managers
2. NHSBSA analysts' community
3. Portfolio Management Directorate staff

Person specification

Service area Strategy, Performance Business Development & Growth

Job title Benefits Analyst

Personal Qualities, Knowledge and Skills

Essential criteria

1. Knowledge of benefits management methodologies and frameworks.
2. Understanding of complex benefits modelling approach.
3. Excellent communication skills, building and maintaining relationships across the organisation.
4. Personal management skills and able to work as a team.
5. Ability to prioritise workload where resource / time is limited.
6. Ability to assimilate facts quickly.
7. Well- developed analytical skills.
8. Ability to meet deadlines.
9. Accurate with attention to detail.
10. Excellent problem-solving skills.

Desirable criteria

1. Good understanding of NHSBSA services and systems.
2. Evidence of continued personal development.
3. Knowledge of public sector and commercial benefits models.
4. Knowledge and understanding of complex data and information systems.

Demonstrated by

1. Application
2. Interview

Experience

Essential criteria

1. Basic data validation, analysis, interpretation and presentation skills.
2. Experience of work with MS Office tools (excel, word, powerpoint).
3. Experience of creating and maintaining accurate analysis within MS Excel spreadsheets.
4. Experience in developing and maintaining Power BI dashboards and reports.
5. Practical experience of utilising available evidence and contributing to benefits profiles to support business case approval.
6. Working with / manipulating data sets.

Desirable criteria

1. Experience of using MIRO.
2. Experience of using Portfolio and Programme management systems.

Demonstrated by

1. Application
2. Interview

Qualifications

Essential criteria

1. HNC/HND qualification in a relevant subject with substantial numerate content or equivalent of acquired knowledge/experience.

Desirable criteria

1. Recognised and relevant business analysis or technical / informatics / data visualisation qualification
2. Recognised Benefits qualification and/or experience or willing to study towards

Demonstrated by

1. Application Form
2. Certificates

Core capability (minimum level)

1. Communicating with Impact and Influence – Level 2

- Positively influences, motivates and engages others to achieve the best outcome
- Regularly undertakes activities to engage all colleagues
- Confidently and clearly presents messages in all communications
- Puts forward own views in a clear and constructive manner and encourages others to do the same
- Confidently and professionally handles challenging conversations

2. Improving and Innovating – Level 2

- Spots warning signs of things going wrong and escalates when required

- Creates regular opportunities for people to help improve service quality and responds to others' ideas
- Encourages others to embrace new processes, technologies and ways of working

3. Working together – Level 2

- Positively handles the dynamics within their team, peers and colleagues
- Encourages awareness of the diverse needs of both colleagues and customers to ensure our services are as inclusive and accessible as possible
- Regularly engages with stakeholders using a variety of appropriate methods to seek their views, provide information and meet their changing needs
- Promotes an environment where others feel respected and takes responsibility for dealing with unacceptable behaviour
- Identifies opportunities for joint working outside their immediate area to minimise duplication and deliver shared goals

4. Enabling Performance and Potential – Level 1

- Maintains consistent performance, showing interest and positivity around their own and team goals
- Takes responsibility for the quality of own work and keeps their manager and colleagues informed of how the work is progressing, addressing any issues
- Seeks opportunities for improvement through continuous learning and identifies own development needs

5. Making and Owning Decisions – Level 2

- Stands by and promotes own and team's actions/decisions where needed
- Creates opportunities for others to suggest solutions and ideas to get involved in decision making
- Gathers and uses evidence to assess the benefits and risks of a wide range of options when making decisions

6. Understanding the bigger picture – Level 2

- Supports others to understand the context in which they work

- Benchmarks with others internally and externally to seek best practice
- Actively looks to broaden their understanding for self and others beyond business area
- Has a good understanding of own area's strategy and how this contributes to organisational priorities
- Keeps up to date with a broad set of issues relating to the work of the NHSBSA

Relevant professional framework

1. N/A