

JOB DESCRIPTION	
Job title:	Commercial Business Analyst
Team/Department:	CLEO Systems
Location:	Main place of work as agreed
Hours of work:	Monday-Friday 0900-1700
Job title the post holder will report to:	Commercial Director
Job titles reporting to the post holder:	None
Date the role profile was revised:	March 2024
<p>JOB PURPOSE</p> <p>As a member of the commercial team within CLEO Systems you will play a key role in the development and expansion of a young growth software business, CLEO Systems which is a wholly owned subsidiary of Integrated Care 24 Group (IC24).</p> <p>The Commercial Business Analyst will report to the Commercial Director and support the business development and Commercial strategy through value adding analytical support. You will also provide support with the contracting process to help close deals with clients.</p> <p>CLEO Systems operates in the urgent healthcare market, so direct experience within this industry would be advantageous together with an enthusiasm to work collaboratively with internal and external stakeholders.</p> <p>You will be a team player, confident and resilient and have the ability to manage multiple proprieties with challenging deadlines and you will have an awareness of how to manage competing organisational demands.</p> <p>Naturally empathetic and customer-focused, you have an entrepreneurial mind-set and a positive attitude.</p> <p>You will be flexible in handling effectively and efficiency the challenges that arise in working in a growing organisation within a dynamic and competitive marketplace.</p>	
<p>KEY RESPONSIBILITES AND ACCOUNTABILITIES</p> <ul style="list-style-type: none"> • Provide strategic analysis to support the Commercial team. • Analyse customer and market segment performance through investigation of current volumes and revenue streams. • Compile regular daily and monthly reports with defined formats in addition to ad-hoc reporting requests. • Research existing and potential markets to identify opportunities for potential growth. 	

- Follow up on commercial/operational issues by carrying out root cause analysis, providing suggestions for improvements and ensuring proper implementation.
- Provide ongoing analysis of key business and market risks.
- Develop business cases for investment and support clients in the development of their business cases.
- Own the updating and monitoring of Key Performance Indicators (KPIs).
- Support development and implementation of new customer value propositions.
- Support the contracting process to close deals.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times, and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

CLEO Systems is a subsidiary of healthcare provider IC24, which has been developing IT systems for around 30 years for its own use. CLEO Systems started offering these and other new systems into the marketplace in 2019 as a 'challenger' to more established larger systems suppliers – and after 9 months or so, the market is welcoming its innovation and CLEO Systems has already broken-even from a financial perspective.

The parent company IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of CLEO Systems as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

CLEO Systems and IC24 have a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

We are committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable CLEO Systems and IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

CLEO Systems and IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, CLEO Systems and IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, CLEO Systems and IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring a basic DBS check.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases CLEO Systems and IC24 will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore the post holder is not required to disclose any spent convictions.

PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	<p>Educated to degree-level, or equivalent by experience</p> <p>Continued professional development and willingness to keep up to date</p>		Application/ Certificates/ Interview
Experience	<p>Commercial awareness and 3 years+ experience in a similar role</p> <p>Strong analytical skills and ability to draw conclusions from quantitative and qualitative data</p> <p>Able to draw up and assess strategic options and to present recommendations clearly and respond positively to challenge</p> <p>Experience of managing own work to ensure clear focus and delivery</p> <p>Experience of dealing professionally with complex stakeholder environments and with people at all levels</p> <p>Experience of dealing with sensitive and confidential information</p> <p>Strong presentation skills</p>	<p>3+ years experience in a software business or consultancy, ideally with healthcare related content</p>	Application/ Interview

Requirements	Essential	Desirable	How identified
<p>General</p>	<p>Excellent organisational and administrative skills</p> <p>Confident user of MS applications, advanced user of Excel and Powerpoint</p> <p>Excellent attention to detail and accuracy</p> <p>Demonstrate initiative to highlight and handle unforeseen opportunities, issues, events and changing priorities</p> <p>Ability to work under pressure to meet specific and changing deadlines</p>		<p>Application/Interview</p>