Job Description

<table>
<thead>
<tr>
<th>Job title</th>
<th>Analyst, UK Network</th>
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<tbody>
<tr>
<td>Team</td>
<td>UK Network (&quot;UKN&quot;)</td>
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<td>Reporting to</td>
<td>UKN Senior Manager, Central Team</td>
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<td>Band</td>
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<tr>
<td>Contract</td>
<td>Permanent, Full-Time, Sheffield Based</td>
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The British Business Bank (BBB) is a government-owned financial institution. It drives economic growth by making finance markets work better for smaller businesses in the UK, allowing those businesses to prosper and grow. Smaller businesses don’t obtain finance directly from BBB. Instead, BBB provides finance and applies guarantees through commercial lenders and investors, who use these financial resources – together with their own money – to lend to or invest in smaller UK businesses.

BBB operates right across finance markets, from supporting early-stage equity funding, through the provision of growth capital, to senior debt for established SMEs. BBB aims to increase both the level and diversity of funding available to smaller businesses in the UK, currently working through over 120 finance partners.

This support covers smaller UK businesses in three broad areas:

- **Start-up** – mentoring and funds to ‘be your own boss’.
- **Scale-up** – finance for businesses growing quickly or those with the potential to do so.
- **Stay ahead** – more funding options and greater choice of providers for expansion and working capital.

In addition to these supply-side initiatives, BBB also has an objective to ensure SMEs across the UK understand their finance options. In this regard, BBB is developing its “Demand Strategy”, which includes a “Finance Hub”, to help growing SMEs understand the different types of finance available to them and the typical features and eligibility criteria for each. It also helps growing SMEs understand what they need to do to become “investor ready”.

Find out more about how BBB unlocks finance for smaller businesses at www.british-business-bank.co.uk, where you can also watch videos that explain BBB’s work.

The UK Network (UKN)

To help it address geographical imbalances in SME access to finance across the UK, the British Business Bank is seeking to significantly strengthen its relationship with key organisations within the SME access to finance eco-system in each of the Devolved Nations (Scotland, Wales & Northern Ireland, "the DNs") and the English regions.

BBB has therefore established a UK Network, to provide it with a physical presence across the whole of the UK. The UKN has the following:

- **1 x Managing Director** to lead the team, plus 1 PA;
- **16 field-based roles** (3 directors and 13 senior managers) operating across the UK; and,
- **A UKN central team** (2 senior managers ("SMs") plus 1 analyst) to act as a coordination and analysis point for intelligence gathered from field-based team members and from desktop research. It will also act as an internal (within BBB) and external liaison point on all regional matters.

The purpose of the UK Network is to:

- **Build BBB’s Regional Capability:**
  - Act as the "eyes and ears" of the Bank within the DNs/English regions, providing BBB with detailed insights into each DN/English region’s characteristics, challenges and priorities, from a SME access to finance perspective.
  - Develop BBB’s relationship with key organisations in the SME access to finance ecosystem within each of the DNs/English regions. Focussing particularly on those organisations working to help SMEs grow, these organisations will span the public, private and SME member organisation sectors.
  - Raise the profile of BBB so that these organisations within the DNs/English regions are aware of the Bank, the support it provides to SMEs and the products/services it provides to the market.

- **Support the Delivery of BBB’s Demand Strategy:** working with these organisations in the DNs/English regions, help ensure that SMEs across the UK understand their finance options and know how to access sources of investment

- **Deepen BBB’s engagement with and influence in each of the DNs/English regions,** identifying opportunities to strengthen SME access to finance ecosystems throughout the UK: this is expected to be by enhancing collaboration between public and private organisations, by sharing best practices (within a DN/English region and across DNs/English regions) and by leading on the creation of new partnerships, where appropriate

- **Support the Supply of BBB Products & Services across the UK:** where appropriate, support BBB in deploying its products and services in each of the DNs/English regions
Purpose of the job
As the UKN analyst, you will support the UKN Central Team in:

- Producing regular reporting on UKN team activity against objectives, including the monitoring of team risks and spend against budget
- The UKN has a bespoke (but relatively new) MS Dynamics CRM system. You will become the team champion in managing this system. You will monitor data integrity (ensuring the field team is inputting data/info in a consistent manner), you will design and create new question sets within CRM, you will produce regular reports from the data within the system and you will assist the team in general use of the system
- Using PowerBI, you will also support the Central Team Senior Managers in analysing the data within the CRM system, to identify meaningful cross-regional and specific stakeholder trends and insights, to help provide an evidence base for UKN findings across the UK regions
- You will use your excel and database skills to create additional reporting materials for the team as necessary
- You will also undertake periodic desk-top research, helping to build briefing packs and team reports. You will therefore need strong power-point skills.

You will be based in Sheffield but will at times need to travel to the other BBB office in London. You may occasionally be required to travel elsewhere across the UK.

Main duties
Below you will find an outline description of the key responsibilities and accountabilities involved in the job. This list is not exhaustive and aspects of the role may be revised/developed from time to time. The relative weighting between these duties will vary over time. Working as part of the UKN Central Team, you will:

1. Assist in the on-going performance monitoring and control of the UKN
   - Help to monitor UKN activity and performance, including tracking against team targets and KPIs, including reporting through the MS Dynamics CRM and wider data sets
   - Help the management of the UKN risk register
   - Help with general team reporting including monitoring of team operational expenditure and expenses against budget.

2. Help Safeguard the Integrity & Robustness of the Data Gathered by the UKN Field Team
   - Monitor team use of the BBB MS Dynamics CRM system to ensure it is being appropriately and effectively used. Conduct periodic quality checks, to ensure data integrity is being maintained.
   - Become UKN team champion on CRM, providing support & guidance to the UKN team on all aspects of the system
   - Work closely with the Central Team SMs and Directors, you will help design new question sets for use within CRM and will create these new question sets within the system
   - Beyond CRM, you will use excel and database models as necessary, to support team activity

3. Data Analysis & Research
   - You will support the interrogation of the data within the CRM system (plus other databases and excel models, as appropriate) to help identify key thematic issues, trends, policy insights and opportunities within a region and across regions, which the UKN may wish to include within its regular reporting.
   - You will undertake periodic desktop research on themes or topics of interest to UKN
You will support the production of briefing materials for the UKN field team and the production of regular UKN reports, for distribution to internal and external stakeholders.

4. Stakeholder Liaison

- You will work closely with UKN Central Team colleagues to support the UKN Field Team with their general enquiries and info requests.
- You will liaise with MI/BI colleagues in other BBB teams, to gather/share all appropriate regional data/analytical information.
- You will liaise with colleagues in other BBB teams as required.

Knowledge and experience

Essential Knowledge/Experience:
- An excellent working knowledge of Excel, PowerPoint and MS dynamics.
- Experience of assessing large and diverse sets of information and identifying and distilling elements of key strategic or policy importance.
- Experience of producing accurate data analysis and reports for internal/external stakeholders.
- Experience and ability to extract data, transform and present in a variety of reporting formats.
- Knowledge and experience of Data Quality and Standards.
- Evidence of strong organisational ability and prioritisation.
- Experience of working flexibly in a team environment to deliver required results.

Desirable knowledge/experience:
- Knowledge of the range of public or private sector access to finance support is advantageous.
- Experience of working with a team across dispersed geography would be advantageous.
- Experience of using MS Power BI would be an advantage.

Internal and external stakeholders

The post holder will be required to build and maintain strong relationships with colleagues including:
- UKN Central Team and Field Team.
- BBB Demand Development Unit.
- BBB MI Team.
- BBB Strategy, Economics & Policy Teams.
- BBB Product Teams & Change Team.

Key competencies/behaviours

Skills:
- Sound analytical skills, problem solving, interpretation and database model experience.
- Strong organisational skills.
- Excellent attention to detail and data handling.
- Ability to produce effective reports and presentations.

Behaviours:
- Highly collaborative, with an open approach and committed to team working and providing support to team members.
- Self-starter, able to work effectively without close supervision.
- Ability to develop into a subject matter expert and apply such knowledge to a role.
- Excellent time management and organisational/prioritisation skills with the ability to deliver results.

Qualifications

| Required for the role | Additional / desirable |
| Is this a regulated role? | No |