

About Us

Here at NHSBSA we think it's important that we work in a fully inclusive workplace so all colleagues are able to be their whole, authentic selves and be the very best they can be in work.

The NHSBSA is committed to supporting and providing development opportunities for all colleagues. We are passionate about supporting our people to improve performance, nurture talent, and enhance our colleague's engagement and sense of connection to the business. Whether it be an apprenticeship, a career pathway opportunity, shadowing or training courses, we are passionate about creating opportunities for all our colleagues who want to learn and develop.

We are proud to care passionately about the world in which we live and over the last 10 years we have made significant progress to reduce the impact of our business on the environment. We've reduced our greenhouse gas emissions by 70% and have halved our waste since 2009/10. This provides us with great foundations to build on as we move toward a greener, more sustainable future.

We have pledged to continue to explore opportunities to reduce our paper consumption, our waste, the energy we use in our buildings and how we can continue to work smarter. We've signed the NHS plastic free pledge as part of our commitment to continue to eliminate single use plastics from our business. We've already substantially reduced our reliance on single use plastics within our services and in our onsite café's.

We understand that times are rapidly changing, and we are keen to change with them! We are at the forefront of a digital transformation to deliver public services 'Digital by Default', ensuring services will be online wherever possible making them simpler, clearer and faster to use, and providing a better experience for our users and our staff. Our hard work has been recognised at the Smarter Working Live Awards 2020 for outstanding public sector digital transformation and government innovation.

Our individuality is made up of personal characteristics and it is important that all characteristics are recognised and valued. That's why equality and diversity are part of our culture. We strive to ensure all our employees feel valued and empowered. We want everyone to feel supported, respected, and on equal standing. To achieve this, we focus on our colleague's wellbeing to help us ensure we have a happy, healthy workforce. Why not follow us on social media? Here you can learn more about our organisation, news, events and initiatives. We hold lived experience colleague networks for communities including LGBT+, Disability and Neurodiversity, Armed Forces and Wellbeing and inclusion.

We have been recognised for our work across a number of areas and currently hold awards and accreditations such as Disability Confident leader status, Enei (The Employer's Network for Equality and Inclusion) gold standard employer, Stonewall Top 100 employer and Employer Recognition Scheme - Silver award accreditation from the Ministry of Defence. We

believe that if the people in our organisation are healthy and thriving, both physically and emotionally, our organisation will also be healthy and thriving.

Who we are

We're the NHS Business Services Authority. We provide critical central services to NHS organisations, NHS contractors, patients and the public. Have you had a European Health Insurance Card (EHIC)? Perhaps you've had an Exemption Certificate or have a Pre-payment Certificate to spread the cost of your prescriptions? We issue those. Maybe you're a member of the NHS Pension Scheme? We administer the scheme on behalf of the Department of Health and Social Care. Ever applied for a vacancy on NHS Jobs? That's one of our services too.

Our vision is to be the 'delivery partner of choice' for the NHS. Our values were developed with our people, for our people and they reflect the fact that we CARE passionately about what we do. They are to be Collaborative, Adventurous, Reliable, and Energetic. We know that how we approach our work contributes to our colleagues' health, wellbeing, and sense of connection to the business. We aspire to be a great, inclusive place to work.

Our drive to make things easier for our customers has seen us increase the digitisation of our services and we're using new technology to deliver efficiencies and improve the customer experience. We gather data and use it to help the NHS make more informed and effective decisions, as well as reduce fraud, error, and waste. We also see an opportunity to contribute to the wider health agenda in terms of prevention and health inequalities.

We're doing exciting things in a complex and challenging landscape so come and join us.

What we offer

Come and work for us and you'll receive a benefits package that rewards your hard work and commitment, including a minimum of 27 days annual leave per year which increases with length of service plus Bank Holidays and the option to purchase additional leave, time off for volunteering, flexible working options, a generous Pension Scheme, access to loads of online and high street discounts including holidays, computers, insurance, mobile phones and meals out, and perhaps most importantly – a work/life balance.