



Strategic Operations Analyst

Budget:	N/A	Function:	Finance and Strategy
Line Manager:	Group Finance Director	Direct Reports:	n/a

Our Purpose and Vision

For over 150 years, Simplyhealth has improved access to UK healthcare, long before the NHS existed

Today, as a certified B-Corp, we continue to modernise in ways that matter deeply to our c.2.5 million members, our customers, and our people.

Our purpose is simple and ambitious: to improve access to healthcare for all in the UK

Through affordable health and dental plans, we help people manage their everyday healthcare needs and live healthier lives. With NHS pressures and the cost-of-living crisis making access to care harder, our mission is more critical than ever.

We have ambitious plans to play a much broader role in UK healthcare as a health solutions provider, supporting the NHS through the provision of outpatient support. This will be achieved through expanding both our customer base and service offering, to ensure it has the greatest possible impact on access to healthcare in the UK.

Our vision

With growing pressure on the NHS, Simplyhealth's products are more essential than ever. But our ambition goes further: we aim to democratise healthcare by making it more affordable and accessible for everyone in the UK. **By 2030, Simplyhealth Group will be the UK's most trusted health navigation and access marketplace that delivers easy to find, affordable services, including our own provision of primary care and financial products that measurably improves outcomes for employees, individuals and providers.**

What we do

Simplyhealth is the UK's leading health plan provider. Its health plans help customers claim cash back for everyday outpatient healthcare treatments carried out by dentists, opticians, physiotherapists, chiropractors, and many more. The plans increasingly also help individuals navigate a complex health care landscape and provide access to care through clinically validated healthcare partners. Simplyhealth helps employers to improve the health and wellbeing of their employees through its My Health service which gives access to GP services, a 24/7 advice and counselling helpline and a wealth of health advice and information.

It is also the UK's leading dental payment plan provider. Its Denplan payment plan was developed almost 40 years ago by dentists, for dentists, and continues to support dental customers in budgeting for preventative dental care and to avoid future problems. Denplan also provides an extensive range of support services to help dentists run and grow their practices.

As a company limited by guarantee with no shareholders, Simplyhealth reinvests its profits to benefit its customers and communities, now and in the future.

Our Group strategy

Simplyhealth Group is building the UK's trusted health access platform, one place to find, book and pay for care, with clear prices, quality you can trust, and optional, fair point-of-need payment options. We focus on what matters most: fast access, less friction, and measurably better outcomes. By 2030, our aim is to be the most trusted way to navigate and access care across the UK, strengthened by our own provision of primary care where it materially improves speed, experience and value. To help customers easily find and access the help they need we also see opportunities for far greater awareness raising and cross-selling across our lines of businesses.

For employers, we keep their workforce healthy, productive, and engaged by offering affordable, scalable healthcare solutions that reduce absenteeism, support mental health, and deliver measurable ROI by tracking retention, speed of access, and reduced absence.

For working adults using the platform, we aim to make healthcare feel simple again. From the first click, they see real options, real prices and clear next steps, and they can book and pay their way. Helping them take control



of their health without the wait, confusion, or financial strain. We see capitation, insurance and financing in the context of our dental patients, all being available in a one-stop shop offering a simple customer journey. It's care that fits life, not the other way around.

Our strategy is focused on helping people to Find the care they need and Fund the care they need affordably so ultimately, they can Flourish

Role Overview

This internship offers a unique opportunity to work closely with the Group Finance Director and the wider Strategy, Finance, Insights and Business Change teams. The intern will act as a business generalist, supporting strategic planning, analysis, and business wide decision making. Working closely with colleagues across different teams the Intern will help develop, communicate, and monitor strategic plans and business objectives.

The role provides exposure to how strategy is developed, tested, communicated and executed at Group level, including support for Board and Committee activity. It is well suited to a high-performing undergraduate who is intellectually curious, analytical, and keen to understand how senior leaders operate.

Your Responsibilities & Accountabilities:

Strategic Planning & Coordination

- Helping coordinate the Group strategic planning cycle and related activities across the business
- Liaising with teams to gather inputs, track progress, and follow up actions
- Supporting testing and validation of strategic assumptions through data and analysis

Analysis & Insight

- Analysing data, research and business information to identify trends, risks and opportunities
- Supporting scenario analysis and option evaluation under guidance from senior team members
- Turning complex information into clear, concise insights for senior audiences

Board & Executive support

- Helping prepare Board and Committee packs, including analysis, narrative and presentations
- Supporting the creation of high-quality PowerPoint decks and briefing materials
- Attending selected senior meetings to capture actions and support follow-ups

Strategic Projects & Initiatives

- Supporting cross-functional strategic initiatives across the business as required
- Contributing research and analysis to emerging priorities and leadership requests
- Acting as a central point of coordination across priorities, meetings and deliverables

General Business Support

- Supporting planning, organisation and prioritisation across the GFD's wider team; strategy, finance, insights and business change
- Helping improve ways of working, clarity and flow of information

Skills and Attributes

Essential

- Strong analytical thinking and a comfort working with data
- Ability to structure information clearly and communicate it simply
- High attention to detail and pride in producing high-quality work
- Good organisational skills and ability to manage multiple tasks
- Confidence working with senior stakeholders (with support)
- A proactive, "can-do" mindset and willingness to learn



Desirable

- Studying a relevant degree (e.g. Business, Economics, Finance, Engineering, Mathematics or similar)
- Interest in strategy, consulting, finance or general management
- Experience using PowerPoint, Excel and basic financial or data analysis

Support, Coaching & Development

Throughout the internship, the Intern will be supported by the Group Finance Director and members of the wider Strategy and Finance leadership team. Support will include:

- Regular one-to-one check-ins to provide guidance, feedback and prioritisation support
- On-the-job coaching on structuring analysis, building executive-level presentations and communicating with senior stakeholders
- Exposure to how senior leaders think about trade-offs, decisions and governance, with time to ask questions and reflect
- Clear objectives and expectations, with support to help succeed

This internship is designed as a supported stretch role. The Intern will be trusted with meaningful work while having access to coaching and oversight to help them learn and grow.

Our Values

We're living in extraordinary times...

Health and access to healthcare have never been more important. With this comes endless exciting possibilities for innovation and growth. The market is evolving quickly, so we need to ensure our customers have access to the leading-edge health solutions they expect and deserve, now and for generations to come.

By reinventing ourselves, we will reach more customers, giving them increased access to affordable healthcare and unlocking our growth potential. This next chapter is about transformational change for us.

This is our time to survive, drive and thrive...

This is our chance to get ahead and stay ahead. We will ensure our commercial success by moving into new areas of healthcare, and leading with preventative, breakthrough solutions. We will use innovative digital tools, embracing technology to create new partnerships and opportunities. We are passionate about helping every generation lead better lives and get the care they need in real time.

To make this a reality, we need to challenge our ways of working, whilst keeping the customer at the heart of everything we do. To *really* make a difference, it'll take every single one of us across Simplyhealth to step up.

Our cultural movement...

To act with **courage and curiosity**, so we can unlock the opportunities to help customers, colleagues and communities. To operate with **trust and kindness**, working alongside customers, delivering what they need to live their best lives, as well as supporting colleagues as they strive to be their best. Spotlight our passion for **All together healthier**, focusing on self-care and nurturing relationships. We must ensure we are a strong team - one that's able to build healthier lives for all. We each have an important role to play in this next chapter. Everyone has the freedom to innovate and make a difference for our customers. We need to act at pace and take on newer, braver, creative approaches. We shouldn't be afraid to fail fast and learn quickly. By being curious and continually pushing ourselves and each other, we will find new and better ways.



Our Behaviours

Courage and Curiosity

So we deliver profits for a purpose

- We make bold decisions and take considered risks, with customer and commerciality front of mind.
- We make things happen and keep things simple.
- We always take the initiative and hold ourselves accountable for the delivery of great results.
- We ask questions and listen intently as every viewpoint and capability counts, and have the courage to be honest and say what we think.

Trust and Kindness

Because our customers, colleagues and communities are at the heart of what we do

- We invest in relationships to build trust and rapport.
- We listen carefully always trying to find ways to add value.
- We treat each other with care, compassion and kindness, celebrating and embracing differences.
- We strive to make a difference in society, unlocking opportunities for those in need.

All Together Healthier

Enabling better health outcomes together

- We help every generation take control of their health.
- We start with self-care so we can show up at our best, every day.
- We are full of energy and pride in what we do. We focus on self-development to learn and grow, so we can stay up to date and add value.
- We innovate and collaborate on our best ideas. Together, we can drive the changes that are needed to help our business grow and help our customers live their best lives.

- We have a 'smart working' policy with flexible hybrid working. However, there will be a requirement to be on-site at our Andover office three days per week.