

Inverness Badenoch & Strathspey Citizens Advice Bureau  
29-31 Union Street  
Inverness  
IV1 1QA



Dear Applicant

Thank you for your request for an Application Pack for the following:

**Business Development Manager Post**

Please find attached your application pack which consists of the following:

- Equal Opportunities Statement
- Notes on how to complete the application form
- Application Form
- Job Description & Person Specification
- Inverness Badenoch & Strathspey CAB Privacy Statement/Policy

**Please note:**

**A '.docx' (Word) version of the Application Form is also available to download.**

You should read and complete where appropriate, and return your completed application form, by the closing date of **23<sup>rd</sup> September 2019.**

**E-mail to: - [admin@invernesscab.casonline.org.uk](mailto:admin@invernesscab.casonline.org.uk)**

**Post/deliver to: - Recruitment, Inverness Badenoch and Strathspey Citizens Advice Bureau,  
29-31 Union Street, Inverness, IV1 1QA**

Yours sincerely

Dion Alexander  
BOD Chairperson  
Inverness, Badenoch & Strathspey Citizens Advice Bureau  
29-31 Union Street  
Inverness  
IV1 1QA

Updated - 09 October 2018

**Inverness Badenoch & Strathspey  
Citizens Advice Bureau  
EQUAL OPPORTUNITIES  
GENERAL POLICY STATEMENT**



**Commitment and Scope of Policy**

The CAB service comprises all Citizens Advice Bureaux within Scotland and the Association – Citizens Advice Scotland.

We in the Scottish CAB Service are committed to the principle of equality of opportunity for all in employment, volunteering, access to advice, service provision and within decision-making structures. This commitment involves bringing equality of opportunity into the mainstream of the CAB service by integrating equal opportunities into all of its operations to take account of and reflect the diverse needs of the Scottish population.

**Discrimination**

We recognise that issues relating to age, disability, pregnancy/maternity, gender reassignment, sex, race, religion and belief, and sexual orientation, marriage and civil partnership raise questions of discrimination in society.

We acknowledge that to achieve the effective implementation of this policy would require taking positive action to overcome barriers to services, employment and volunteering opportunities for groups who suffer discrimination.

We also recognise that advice and support services need to be delivered by a workforce that reflects the diversity of our communities and that it is necessary therefore for this diversity to be appropriately represented throughout CAS and bureaux. To this end we will seek accurate information about existing and potential clients, workers, and volunteers leading to appropriate marketing and provision of services and job opportunities.

We will work to ensure that that the CAB Service actively acts equitably and justly; that those with a protected characteristic feel welcome within the CAB Service and feel able to use and contribute to the organisation. To facilitate this, we will provide training and develop procedures and guidelines to ensure that all those involved in the management of the CAB Service:

- Know about the inequalities and difficulties faced by different sections of the community within which the bureau operates
- Have an understanding of the needs of these diverse communities

- Routinely assess the impact of its policies and practices on particular groups of people and particularly those with a protected characteristic
- Provide an appropriate and equal service to all within its area of benefit.

### **Obligations**

The CAB Service believes that no job applicant, worker, volunteer, or client should receive less favourable treatment than another on grounds of age, disability, sex, race, religion or belief, or sexual orientation, marriage or civil partnership, pregnancy/maternity or gender reassignment. There is no situation in which the CAB Service will discriminate unfairly or unlawfully. In addition to our moral and legal responsibility we recognise our obligation under the Equality Act (2010) and will also work to comply with the guidance on best practice issued by the Equality and Human Rights Commission.

### **Implementation**

We accept that the implementation of the equal opportunity policy is the responsibility of all those within the CAB Service, including the managers and committees that comprise Citizens Advice Scotland, as well as volunteer and paid bureau staff and management committees of bureaux. It is recognised, however, that those working at management level have a specific duty to set the required standards and ensure those standards are met.

The service recognises that to turn policy into practice equality standards have to be subsumed within the membership scheme standards documents that set out the requirements that all Bureaux have to meet. Compliance with these standards will then be audited through the CAS audit process.

Reviewed 2018

Updated - 09 October 2018

### **Notes for applicants on completing the application form**

- The form should be completed clearly in black ink or black ballpoint pen or typed. This will make it easier for photocopying purposes.
- Please do not send in your CV. It will not be considered if you do.
- One of your referees should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, please give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job. This should not be a relative or purely personal friend.
- The enclosed person specification lists the minimum requirements for this post. When shortlisting for interview the selection panel will only consider the information contained in your application form and will assess this against the person specification.
- The selection panel cannot make assumptions about the nature of the work you have done or your experience from a list of job titles. It is therefore important that you use the space provided to demonstrate how you meet the requirements. Paid and voluntary works are not the only experiences worth quoting. Other life experiences and skills may be just as valid.
- If you are shortlisted for interview, the selection panel will ask you questions based on the person specification, which will cover the areas in more detail.
- The following applies only to advisers, and not to other posts. Sections 25 and 26 (1) (d) or (g) of the Immigration Act 1971 are concerned with the following offences: assisting illegal entry, falsifying documentation or obstructing the authorities investigating immigration offences. If you have committed one of the offences above you may still be able to be an adviser; however, we would have to contact the Office of the Immigration Services Commissioner in order to discuss the issues.

# Inverness Badenoch & Strathspey CAB

## Post Advert

### Business Development Manager



**Salary:** £27,309.00  
**Hours:** 35 hours (full time)  
**Closing Date:** 23<sup>rd</sup> September 2019

We are looking for a highly motivated and ambitious individual with a passion for our organisation its aims and ethos together with the drive to see and achieve new revenue streams.

As part of the Senior Leadership Team the Business Development Manager working under the direction of the General Manager will be responsible for diversifying the business and developing a pipeline of exciting new and innovative opportunities which will support the changing needs of residents, building on our strong successful track record locally.

In addition the post holder will oversee all Administrative functions in the Bureau.

This role primarily involves working with the General Manager in:

- Devising and driving forward the business development strategy across a range of existing and new income streams
- Building and developing a pipeline of multi-year funding grants and contract income
- To ensure that relationships with funders are maintained and that reporting to funders is achieved on time and in accordance with requirements.
- Securing significant income to underpin the Bureau's ambitious growth strategy
- Driving innovation into service delivery
- Deputising for the Senior Executive Team as required
- Overseeing the Administration Department at the Bureau and the services it provides to specialist departments.

The successful candidate will have:

- Experience of income generation activities, including bidding for contracts, statutory grants and successful funding applications
- Experience of building constructive partnerships and collaborations which deliver income revenues
- Values and beliefs which are aligned to the work of Citizens Advice
- An innovative and entrepreneurial flair, ability to generate new ideas quickly and a 'can do' proactive approach to their work
- Flexibility and ability to adapt to the changing demands of the role

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## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Business Development Manager</b>
<b>Salary:</b>	<b>£27,309.00</b>
<b>Hours:</b>	<b>35 hrs per week</b>
<b>Responsible to:</b>	<b>General Manager</b>
<b>Location:</b>	<b>Inverness</b>

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## **JOB PURPOSE**

To generate substantial new revenue streams within 3-5 years and ensure the retention of existing business or replacement of current statutory funding through new bidding activities and business development programmes.

The Business Development Manager will play a key role within the Senior Executive Team. The post holder will have responsibility for devising and driving forward the business development strategy and diverse business activities across a range of income streams.

The Business Development Manager through direct reports will have overall responsibility for the Administration functions carried out within the organisation (excluding finance)

## **PRINCIPAL TASKS AND RESPONSIBILITIES**

**After training, mentoring and direction from the General Manager the post holder will be responsible for the following:**

### **Income generation and relationship cultivation**

- Directing and managing activities concerned with bids, tenders and new business development programmes in order to generate substantial new revenue streams and to ensure the retention/replacement of existing business which commissioners may re-tender
- To lead and implement a successful business diversification strategy
- To identify, research and cultivate funding opportunities, building a strong pipeline of potential opportunities that will have a significant impact on income over the current and future financial years
- To be proactive and attend appropriate networking events and conferences in order to generate new business leads
- To proactively identify, approach and build strong relationships with potential partners such as Housing Associations, Foodbanks, Schools and Colleges, NHS and Industry (including large local employers)
- To use insight (gathered from research and regular dialogue with senior contacts) to produce bespoke, persuasive and high-quality proposals, pitches and/or campaigns, ultimately securing new partnerships to provide better services to more people.

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- Develop the skills of the Senior Executive Team and staff at all levels in the critical aspects of successful business development and bidding

### **Strategy & Planning**

- To work autonomously and in conjunction with the General Manager and other members of the Senior Executive Team to produce persuasive, creative and high-quality grant funding proposals and investment pitches and presentations
- Research, compile, communicate and regularly review other CAB and similar business sector strategies, taking responsibility for driving these strategies forward in line with our Business Development Strategy
- Identify and develop strategic initiatives for corporate funding opportunities
- Proactively identify and develop opportunities which will input into the Business Development and wider Corporate Strategy

### **Internal and External Relationships**

- Build collaborative working relationships with senior stakeholders, and staff across the organisation
- Cultivate and maintain positive external relationships, partnerships and networks that enable the Bureau to deliver its ambition for the local community
- Uphold and promote the values and vision of Citizens Advice.

### **Sector Knowledge & Representation**

- Represent the Bureau to external audiences, including speaking at events
- To remain current with business and innovation news, current affairs and potential new leads and funding opportunities
- To act as a source of information and insight for the Senior Executive Team

### **Administration**

- To Oversee the Administration service within the Bureau.
- Maintain and follow internal processes and governance arrangements
- Keep full records of prospect cultivation activities, contacts made, and funding proposals submitted
- Provide monthly reports on new business opportunities, forecasted income and activity levels to the General Manager.

### **Other**

- Deputise for members of the Senior Executive Team as required
- Carry out additional tasks as may reasonably be required

**In addition to the tasks and duties outlined in this job description, to undertake such duties as may be identified and which are generally compatible with the functions of the post.**

**The post holder must have due regard to our Equal Opportunities Policies in the planning and execution of their duties S/he will also be expected to maintain positive relations with external agencies and confidentiality in relation to all aspects of the business.**

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## **PERSON SPECIFICATION**

### **Post: Business Development Manager**

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***The information you give us on your application form will be the only information used in short listing, so it is important that you clearly address all aspects of the person specification. You may find it helpful to address each point as they are listed below. It is essential that you include information about your experience and abilities relevant to these requirements, and please ensure that you address yourself to the Equal Opportunities dimensions in your application. You may use additional sheets.***

***If you are short listed for interview the selection panel will wish to discuss with you in greater detail those areas covered by the person specification and the aims and principles of the service.***

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#### **Skills, Knowledge and Experience**

- Relevant degree level (or equivalent) professional qualification (i.e. in Business Development, Fundraising, Marketing, Commerce etc.) or “on the job” experience gained in a similar role
- Knowledge of grant and statutory fundraising, including an understanding of how income generation and obtaining new sources of revenue works.
- Experience of business planning as part of a team
- Demonstrated ability to research complex information and to relay this in an understandable way
- Detailed understanding of corporate responsibility plus a strong commercial understanding
- Excellent verbal communication, written, and IT skills
- Experience of strategic planning.
- Ability to organise and prioritise a workload under pressure
- Ability to remain positive and quickly recover from set-backs, keeping problems in perspective and taking a solution focused approach
- A proven ability to support and deliver change in a client-focused environment
- A proven ability and willingness to work flexibly and responsively
- A commitment to implementing Citizens Advice Equal Opportunities and an understanding of what this means for people providing a service to the public
- Experience of dealing effectively with Senior Executives and Trustees
- Evidence of experience of working to and achieving challenging targets
- Experience in developing and introducing new business processes into organisations
- Ability to negotiate and influence with impact at all levels

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## Employment Application Form

**Post Title: Bureau Development Manager**

Citizens Advice Bureau is striving to be an equal opportunities organisation and welcomes applications from all people regardless of age, creed, gender, race, sexual orientation or disability.

CABx offer free, confidential and impartial advice. Applicants must be willing to work within these principles and support the Citizens Advice Bureau equal opportunities policy.

A job description and information about policies including a copy of Inverness Badenoch & Strathspey Citizens Advice Bureau's privacy statement/policy is enclosed within this application pack.

This form can be completed electronically and returned by email to [admin@invernesscab.casonline.org.uk](mailto:admin@invernesscab.casonline.org.uk) or by post to the address above. Please complete this form clearly to enable legible photocopying.

Inverness Citizens Advice Bureau wishes to ensure that comparison between applicants for posts is thorough, fair and in line with its Equal Opportunities Policy. It is therefore essential that you complete this application form & Equal Opportunities Template fully, as it will be used to access whether you will be short-listed for interview.

The Bureau will also, when relevant, require a full Disclosure to be carried out.

Title: Mr / Mrs / Miss / Miss / Ms	
Surname: _____	First Name(s): _____
(Please state how you wish to be addressed) _____	
Address: _____	
_____	
E-mail: _____	Postcode: _____
Tel. No. (Day): _____	Tel. No. (Evening): _____
How much notice, if applicable, are you required to give? _____	
The date of interview will be: -	

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### **Education & Training**

Please list below any education and/or training (including short courses) that you have undertaken.

<b>Dates</b>	<b>Education/Courses/Training</b>	<b>Qualifications</b>

### Work Experience

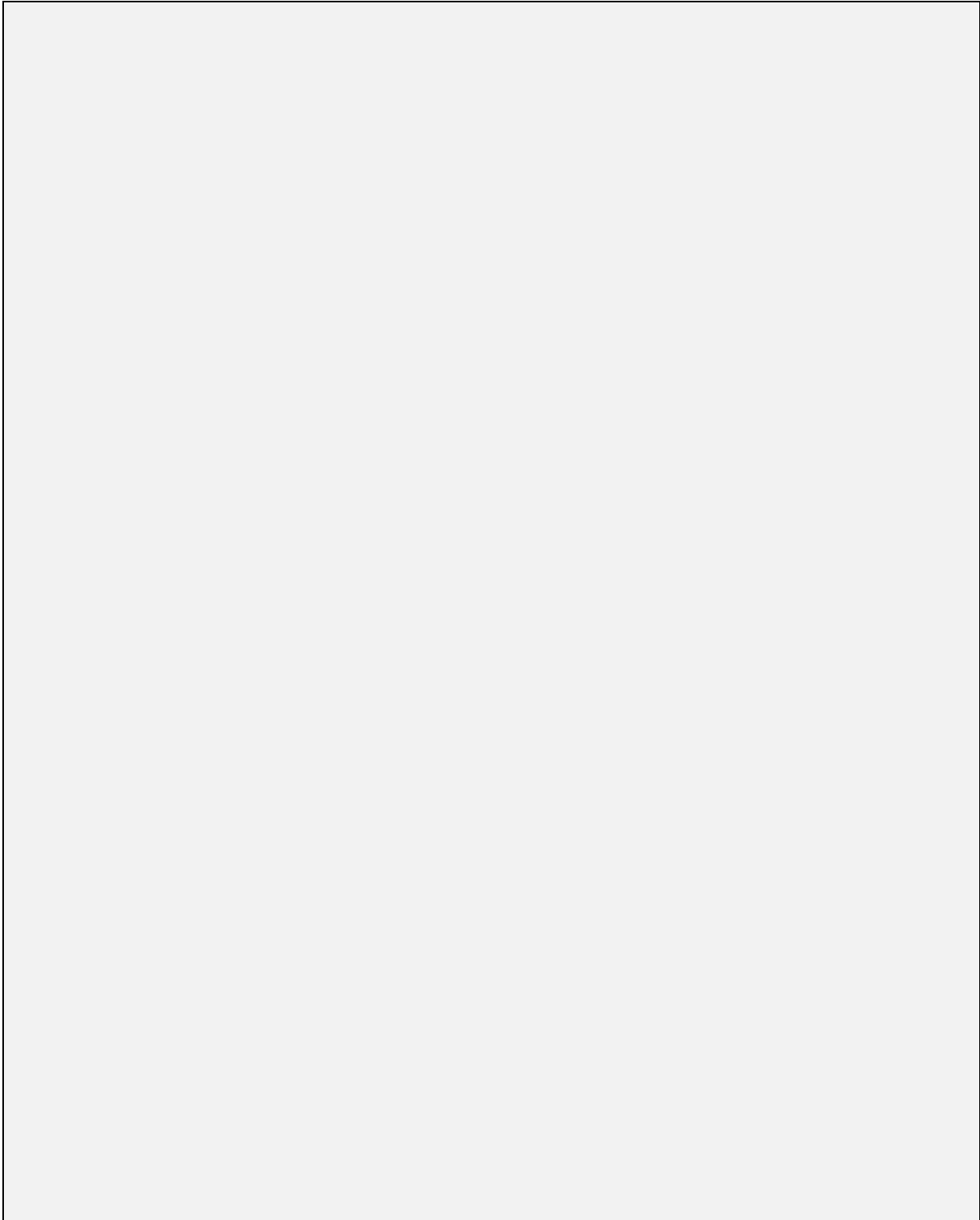
We want to know about your work experience, paid or unpaid. Please include current/previous employment, voluntary work, or community activities, and time spent caring for dependents, etc, if appropriate.

<b>Dates</b>	<b>Name of Employer / Organisation</b>	<b>Main Tasks Undertaken and Reason for Leaving</b>

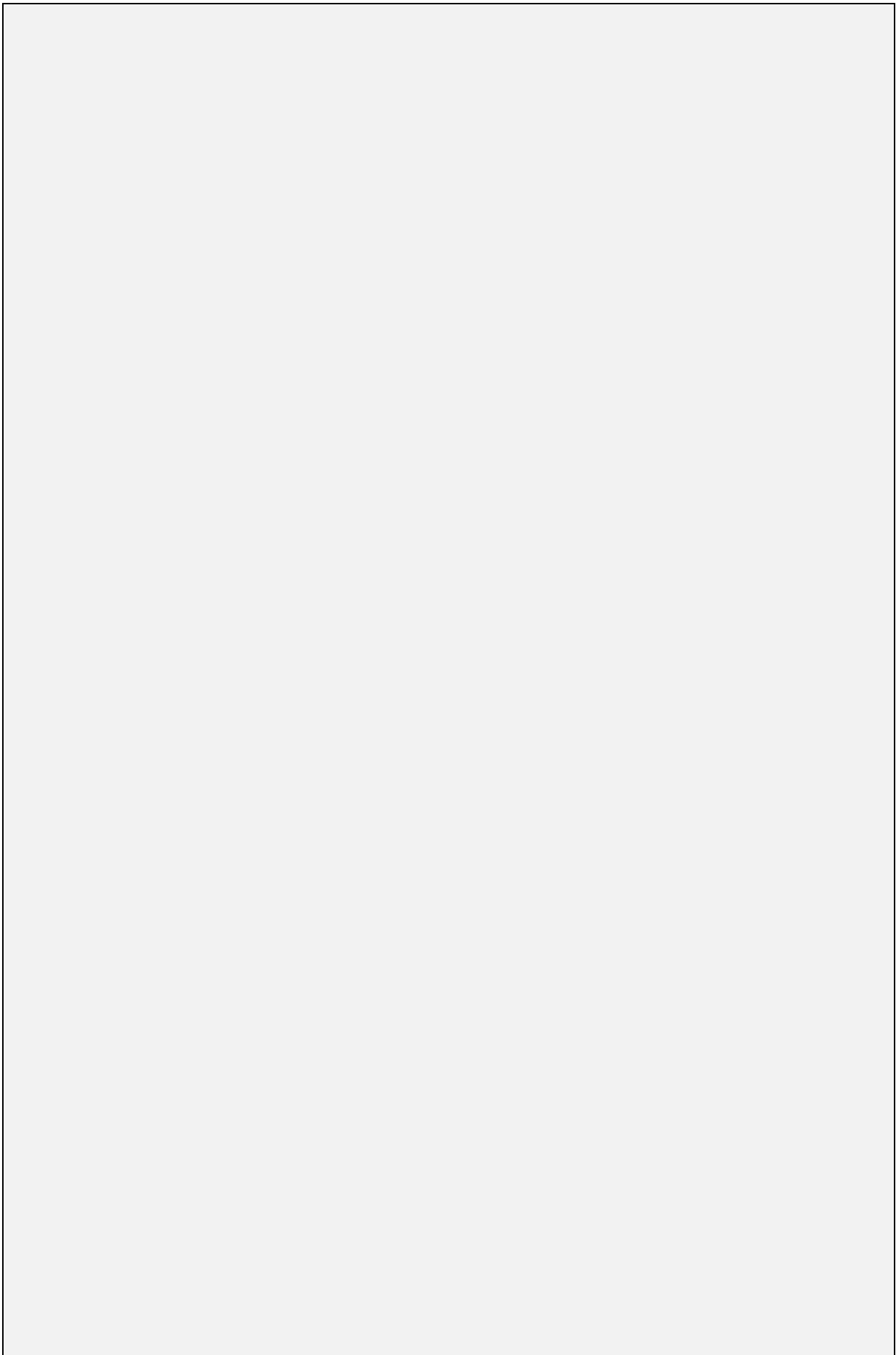
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### **Additional Information**

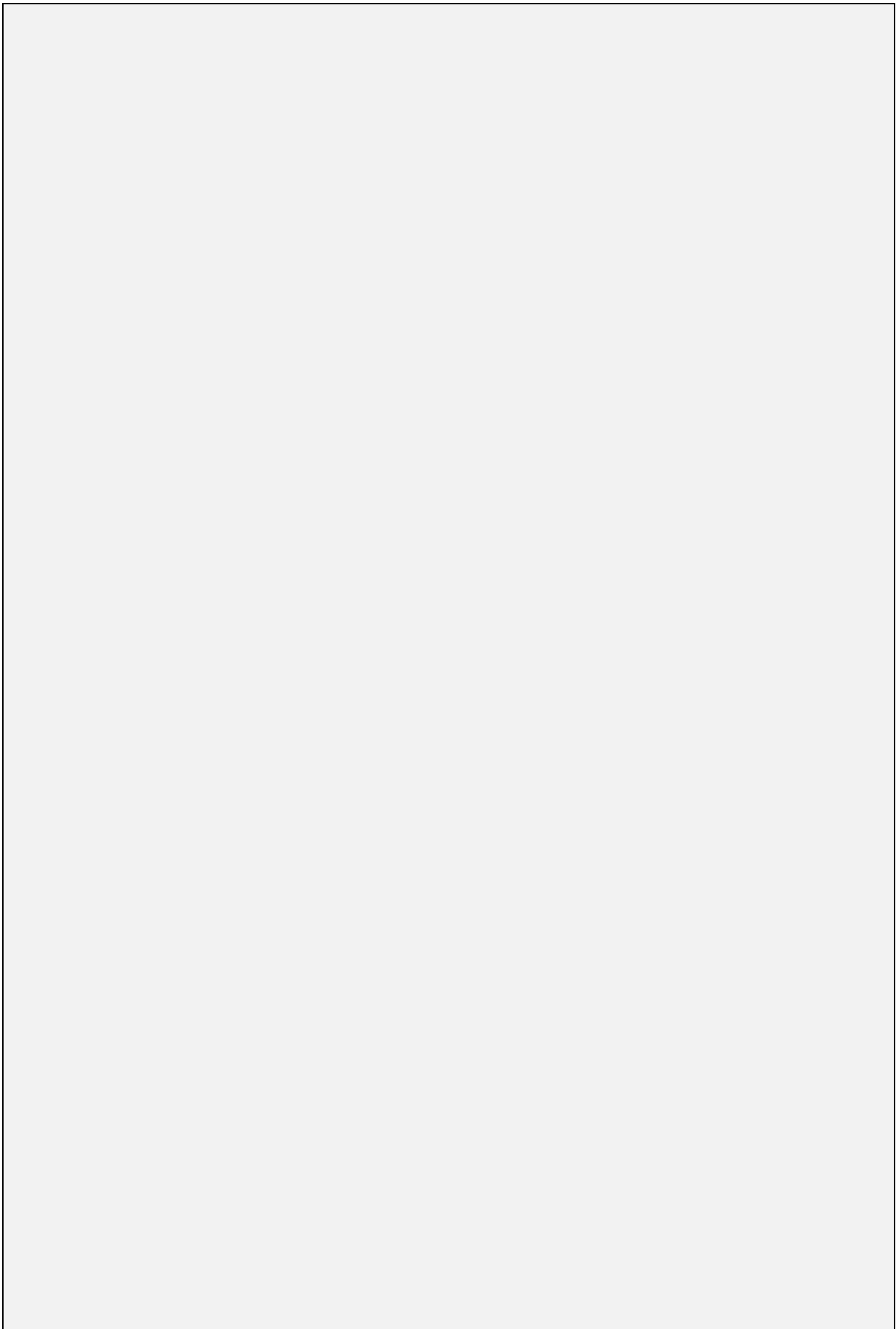
In this section we would like you to evidence clearly how your experiences to date have equipped you to meet the criteria that we are seeking in the Job Description and Person Specification. **This section is what we will use to advance your application so taking the Job Description and Person Specification please demonstrates in detail why we should appoint you to the role on offer.** Please give examples if appropriate of how you have carried out similar tasks.



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### References:

Please give below the names and addresses of two referees who can comment on your suitability for the post. If you have been employed, we would normally wish to seek a reference from your present or most recent employer.

May we contact your present employer at this stage? **Yes / No**  
(Please delete as appropriate)

### Referees Details:

<b><u>Referee 1</u> - Name:</b>	Position Held:
Address:	
E-mail: _____ Tel. No.: _____	
<b><u>Referee 2</u> - Name:</b>	Position Held:
Address:	
E-mail: _____ Tel. No.: _____	

**I declare that the information I have given on this form is correct to the best of my knowledge.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please return this form marked Private & Confidential to:**

E-mail: [admin@invernesscab.casonline.org.uk](mailto:admin@invernesscab.casonline.org.uk)

or post to:

**Recruitments  
Inverness, Badenoch & Strathspey  
Citizens Advice Bureau  
29-31 Union Street  
INVERNESS  
IV1 1QA**

**Closing Date for Applications: 23<sup>rd</sup> September 2019**

# Inverness Badenoch & Strathspey CAB

## STAFF PRIVACY NOTICE:



### **Introduction**

Under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, you have a right to be informed about the collection and use of your personal data. This notice sets out your rights and provides you with the information that you need to exercise those rights.

We will provide data privacy information to you at the time that we collect your personal data from you and within one month if we obtain personal data from other sources.

We will regularly review and where necessary update your data privacy information. If we start to use your information for a new purpose which you are/were not aware of, we will bring this to your attention before we begin processing it.

We will provide the information in a way that is concise, transparent, intelligible, easily accessible and uses clear and plain language.

### **The lawful basis for processing your personal data**

As you employer, Inverness Badenoch & Strathspey CAB needs to keep and process information about you for normal employment purposes. The information that we hold and process will be used for our management and administration use only. We will keep and use it to enable us to run the bureau and manage our relationship with you effectively, lawfully and appropriately, during the recruitment process, whilst you are working for us, at the time when your employment ends and after you have left. This includes using information to enable us to comply with the employment contract, to comply with any legal requirements, pursue the 'legitimate interests' of the bureau (for example to prevent fraud, for administrative purposes or to report potential crimes) and protect our legal position in the event of legal proceedings.

### **Purpose of processing your personal data**

Much of the information that we hold will have been provided by you, but some may come from other internal sources such as your line manager or, in some case, from external sources such as referees.

The sort of information we hold includes your application form and references; your contract of employment and any amendments to it; correspondence with or about you; information needed for payroll, benefits and expenses; contact and emergency contact details; records of holiday, sickness and other absence; information needed for equal opportunities monitoring; information needed for auditing under the National Standards for Information and Advice Providers; and records relating to your career history such as training records, appraisals, other performance measures and, where relevant and appropriate disciplinary and grievance records.

We will also require identification paperwork from you, so that a basic disclosure check can be carried out by Disclosure Scotland. On receipt of this certificate we will hold only the certificate number and the original certificate will be returned to you for your own records.

Where necessary, we may keep information relating to your health, which could include reasons for absence and GP reports and notes. This information will be used in order to comply with our health and safety and occupational health obligations – to consider how your health affects your ability to do your job and whether any adjustments to your job may be appropriate. We also need this data to administer and manage statutory and company sick pay.

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Where we process special categories of sensitive personal data relating to your race, ethnic origin, political opinions, religion, trade union membership, genetics, biometric data, health, sex life or sexual orientation, we will only do so in order to allow us to meet our obligations under employment or occupation health law. If we need to use this data for any other reason, we will always obtain your explicit consent to those activities unless this is not required by law or the information is needed to protect your health in an emergency.

Where we are processing data based on your consent, you have the right to withdraw that consent at any time.

#### **Retention periods for your personal data**

We will keep your records for the following periods:

- Income tax and National Insurance records – not less than 3 years after the end of the financial year to which they relate
- Maternity pay records, calculations, certificates or other medical evidence - 3 years after the end of the tax year in which the maternity period ends
- Inland revenue and HMRC approvals – permanently
- Parental leave - 18 years from the birth of the child
- Pensioners' records - 12 years after benefit ceases
- Personnel files and training records – 7 years after employment ceases
- Redundancy details, calculations of payments, refunds, notifications to the Secretary of State- 6 years from the date of redundancy
- Statutory sick pay records, calculations, certificates, self-certificates – a minimum of 3 months after the employment ceases

#### **Who your information will be shared with**

Data will be shared with the following agencies:

- Accountancy Firm contracted for the purposes of processing payroll
- Pensions Firm contracted for the purposes of pension administration
- The bureau's current insurers for the purposes of administering appropriate insurance cover if required for a member of staff.
- The auditors for the National Standards for Information and Advice Providers in order to provide proof of competence against those standards. Currently the organisation responsible for audit is the Scottish Legal Aid Board
- Citizens Advice Scotland for the purposes of audit, complaints handling and support with HR issues (in order to comply with SACAB membership conditions)
- Disclosure Scotland for the purposes of a Disclosure Scotland Check. Level of check determined by the requirements of your post/project.

Other than for the purposes outlined above, we will only disclose information about you to third parties if we are legally obliged to do so or where we need to comply with our contractual duties to you.

#### **Your rights in relation to the processing of your personal information**

Under the General Data Protection Regulation (GDPR) and the Data Protection Act (DPA) 2018, you have a number of rights with regard to your personal data. You have the right to request from us access to and rectification or erasure of your personal data; the right to restrict processing or to object to processing; and (in some circumstances) the right to data portability.

Updated - 09 October 2018

If you have provided consent for the processing of your data, you have the right (in certain circumstances) to withdraw that consent at any time, which will not affect the lawfulness of the processing before your consent is withdrawn.

You have the right to make a complaint to the Information Commissioners Office if you believe that we have not complied with the requirements of the GDPR or the DPA.

**Identity and contact details of the data controller and the data protection officer**

Inverness Badenoch & Strathspey CAB is the controller and processor of data for the purposes of the GDPR and the DPA 2018.

If you have any concerns about how your data is processed you can contact:

**Alasdair Christie, General Manager**

**[Alasdair.christie@invernesscab.casonline.org.uk](mailto:Alasdair.christie@invernesscab.casonline.org.uk) Tel: 01463 252290**

**29-31 Union Street, Inverness IV1 1QA.**