

Business development manager

Title	Business Development Manager
Directorate	New Business and contract retention team
Reports to	Director of Commissioned Income
Responsible for	Bid Writer
Key relationships	Internal: Directors of Operations, Contract managers, New Business data analyst, Clinical lead, Graphic designer, Tender quality manager, Finance, Implementation Team, Director of Commissioned Income, Executive directors External: Commissioners and Stakeholders
Level of employment safeguarding check	Standard DBS
Pay Grade	Pay table grade (to be completed by People team following job evaluation)
Date evaluated/reference	(to be completed by People team following job evaluation)

Job Purpose

- You will work closely with the Director of Commissioned Income and Director of Services to deliver the business development strategy, priorities and targets, for your region with a focus on our core substance misuse and IAPT services.
- You will provide leadership, line management, support, coaching and expert guidance to the regional bid writer.
- You will project manage the collaboration of tenders across our departments (operational, clinical, data, finance and people) to develop service models, budgets and partners for winning tenders.
- You will oversee and manage our national/regional tender pipelines, including existing contracts, identifying new tender opportunities, and ensuring effective prioritisation, planning and preparation for upcoming tenders.

Main responsibilities / duties

- Provide leadership and management of large, high value and complex tenders,
- Provide expert support and technical guidance in relation to public contracting regulations and tender processes to regional teams.
- Effectively plan, allocate and manage regional tender resources in response to the regional tender pipeline.
- Lead Directors of Operations, Bid Writers and departmental leads to develop appropriate/effective service models, viable budgets, partnerships and compelling tender narratives and win themes.
- Line manage a regional bid writer and work closely with other bid writers where required. Ensuring tenders are well written, high quality and completed in a timely and accurate manner.

Delivery

- Lead the development of your regional tender pipeline and facilitate effective prioritisation of tender opportunities, in alignment with our business development strategy.
- Support Directors of Operations to effectively prepare for re-tendering (up to 18 months prior to tender release) including developing and maintaining relationships with commissioners, ICSs and other stakeholders.
- Identify challenges within the tender process and seek resolution in collaboration with the Director of Commissioned Income, Directors of Services and Executive Directors and other stakeholders.
- Lead on and contribute to ongoing model development and service improvements for substance misuse and IAPT.
- Contribute to national Business Development Team meetings, training and wider team development.

Financial responsibility

- Ensure that the financial modelling of tenders reflects the service model, requirements of the tender and is competitive.
- Have joint responsibility for retaining and growing our national income; organisational target for growth is £11m by the end of the financial year 2022/23 and a further £15m growth by 2023/24

Information Governance

- Work with the Tender Quality Manager analyse tender and stakeholder feedback as part of our continuous improvement process.
- Ensure appropriate storage and management of tender submissions, evidence and examples, including version control, organisation and feedback.

General responsibilities

- **Confidentiality:** Ensure confidentiality at all times, only releasing confidential or personalised information externally with consent from a line manager.
- **Data Protection Act:** Comply with the requirements of the Data Protection Act and amendments to ensure integrity and security of our information.
- **Safeguarding:** Remain vigilant at all times to any safeguarding concerns within the day to day performance of your job role, sharing and learning from these experiences to ensure our statutory and organisational responsibilities are met in respect of safeguarding children & vulnerable adults.
- **Conflict of interest:** Declare any involvement either directly or indirectly with any firm, company or organisation that has a contract with With You.
- **Equal Opportunities and Diversity:** Ensure that all service users, partners, carers, and colleagues in With You and partner organisations are treated as individuals within our Diversity and Equality framework.
- **Health and Safety:** Compliance at all times with the requirements of the Health and Safety regulations and With You's Health and Safety Policy and Procedures, ensuring reasonable care is taken with regard to yourself as well as any colleague, service user or visitor who might be affected by an act or failure to act by yourself.
- **Quality Assurance:** To ensure all activities are delivered in a way that supports and maintains With You's registration with the Care Quality Commission and appropriate agencies in the devolved administrations (England) and with the Care Inspectorate, Scottish Social Services Council and appropriate agencies (Scotland).
- **Any Other duties:** To undertake any other duties that are reasonable and are commensurate with the role as directed by the relevant Director in line with the changing needs of the service and/or legal requirements.
- **Self-development:** Ensure you take responsibility for development and keep learning in your role

Personal specification

	Essential criteria	Desirable criteria
Education / qualifications	Educated to degree level or other relevant experience	Project management qualification
Experience/ Knowledge	<p>Extensive experience and proven track record in business development, including writing tenders, designing services, producing budgets, developing new products and forming strategic and operational partnerships.</p> <p>Knowledge of the third sector and/or health & social care and/or public health and/or criminal justice and/or ETE and/or housing business development and tendering processes.</p> <p>Experienced at prioritising, managing expectations and resolving complex challenges with multiple stakeholders.</p>	<p>Experienced manager/leader, with proven leadership skills and the ability to manage, coach and develop staff and other managers.</p> <p>Experience of developing and maintaining effective relationships, including with relevant external partners and commissioners.</p> <p>Knowledge of substance misuse, public health, health, mental health, adult wellbeing, criminal justice, prisons, homelessness, children's, young people's, employment, family support/health or other similar services.</p>
Skills and abilities	<p>Excellent project management and organisational skills including tender and pipeline planning and management.</p> <p>Proven experience of writing successful tenders.</p> <p>Ability to write well, and develop others/teams to</p>	<p>Develop and lead relationships/partnerships with external stakeholders, including negotiating subcontracting or other contractual terms.</p>

	<p>write well.</p> <p>Excellent proofreading and editing skills with an exceptional eye for accuracy and attention to detail.</p> <p>Ability to communicate confidently at all levels including Executive Team, as well as with front line staff and service users.</p> <p>Prioritise and meet deadlines under pressure while maintaining a high standard of quality.</p> <p>Communicate complex issues in a simple and accessible way.</p> <p>Give and receive constructive and challenging feedback in a positive way that supports continuous improvement.</p>	
Personal circumstances	<p>Strong Google drive skills and IT literacy.</p> <p>Ability to lead, manage and work virtually.</p> <p>Capacity for national travel as required.</p> <p>Ability to work flexible and unsocial hours as required</p> <p>Commitment to the organisation's Guiding Principles and Behaviours</p>	