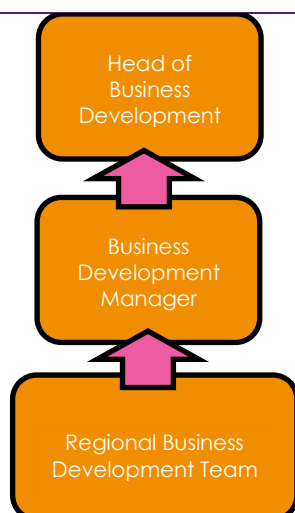


Job Title:	Business Development Manager
Region/Thematic to Cover:	National/Business Development
1. Main purpose of the role	
<p>Working as part of Change Grow Live's national Business Development Team, you will lead and manage one of our regional Business Development Teams.</p> <p>You will have oversight and joint responsibility for retaining existing contracts and identifying, developing and winning new business opportunities in your region, working closely with the Head of Business Development and Regional Leadership Teams.</p> <p>You will work collaboratively across the organisation, including with senior stakeholders, to develop service delivery models, budgets and partnership arrangements for tenders.</p> <p>You will be jointly accountable for the content and quality of all tenders submitted in your region, ensuring they clearly demonstrate the positive impact that Change Grow Live services have on people's lives.</p> <p>You will represent Change Grow Live at commissioner/stakeholder meetings, lead the development of new partnerships and attend tender presentations when appropriate.</p> <p>You will lead on and implement continuous improvement at both regional and national level, thinking creatively, sharing your own knowledge and experiences, and challenging existing ways of working.</p> <p>You will contribute to the design, development and delivery of our services and help us to deliver on our organisational strategy:</p> <p style="text-align: center;"><i>Doing things better - listening, learning and optimising our resources.</i></p> <p style="text-align: center;"><i>Working together - looking outwards, listening, learning and sharing what we know.</i></p> <p style="text-align: center;"><i>Telling our story - increasing awareness and understanding of who we are, what we do and why we do it.</i></p> <p>You will contribute to and be part of our team and organisational culture and values: Believe in People. Be open, be compassionate, be bold.</p>	
2. Reporting and working relationships	
Reporting relationships:	Working relationships:
The role will report to the Head of Business Development and be responsible for the management of your regional team (Senior Business Development Officer, Business Development Officers & Assistant Business Development Officer)	The post holder will directly work with and support a range of internal and external stakeholders.



Reporting relationships are subject to change.



3 Role-specific responsibilities

Leadership & Development

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| 3.1 | Lead, line manage, support, train and develop a Regional Business Development Team (1 x Senior BD Officer, 2 x BD Officers, 1 x Assistant BD Officer) to ensure they produce high quality tenders. |
| 3.2 | Develop and sustain a positive team culture, including building resilience; an openness to giving and receiving challenging feedback; and continuous improvement. |
| 3.3 | Develop and deliver training on a range of business development and tender writing topic areas to the Business Development Team and wider organisation. |
| 3.4 | Provide a supportive and facilitative service to your identified Executive and Regional Directors, being prepared to challenge when required. |

Pipeline Management, Planning and Pre-Bid Preparation

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| 3.5 | Work with Directors and other stakeholders to identify new business opportunities in new/existing delivery areas and core substance misuse/diversification markets. |
| 3.6 | Work with existing services to prepare for re-tendering (starting 12/24 months prior to tender release). |
| 3.7 | Produce comprehensive and detailed research on upcoming tender opportunities. |
| 3.8 | Contribute to and maintain the Business Development Pipeline, Work Plan and Contract Trackers. |
| 3.9 | Lead on advising the Head of Business Development and Directors on bid/no bid decisions on identified opportunities. |
| 3.10 | Work with Directors and other Central Teams (e.g. Finance/HR) to develop service vision, win themes, service models, budgets and supply chains/partnerships. |
| 3.11 | Provide business development leadership and project management throughout the process, including for tender planning and partnership development. |

Tender Management

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| 3.12 | Provide overall leadership, project management and coaching/support for all tenders within your region. |
| 3.13 | Effectively manage and plan team resources across multiple concurrent tenders. |

3.14	Hold Senior Business Development Officers/Business Development Officers accountable for the project management and completion of tender writing.
3.15	Ensure appropriate allocation and coordination of writers and contributors on specific tenders/responses.
3.16	Identify and coordinate additional resources for tenders as required in conjunction with the Head of Business Development.
3.17	Ensure consistent application of story boarding/response writing processes and ongoing quality assurance.
3.18	Identify and analyse all specification and evaluation requirements and ensure these are consistently met throughout tender responses.
3.18	Work with Regional Directors and other teams to develop appropriate/effective service models, viable budgets, and compelling tender narratives and win themes.
3.20	Work with operational, clinical and wider teams to ensure our service offer is clearly, consistently and accurately articulated.
3.21	Implement local knowledge, research, evidence and data to ensure tender responses are tailored to commissioner and local needs.
3.22	Write tender responses as required (although not a main focus of the role).
3.23	Effectively and openly communicate any challenges in the tender process to Directors, the Head of Business Development and the Tender Quality Manager.
3.24	Oversee the clarification question process in conjunction with the Tenders Team and Directors/other stakeholders as required.
3.25	Implement and maintain team processes and conventions including for filing and version control.
3.26	Quality assure all tender responses and provide clear, constructive and challenging feedback to ensure iterative improvements, accuracy and that any additional requirements are met.
3.27	Facilitate and manage Director reviews and signoff, ensuring all required changes are implemented.
3.28	Provide peer review and support to other Business Development Managers as required.
3.29	Support the development of new service models and innovation.
3.30	Ensure all tenders are submitted to Commissioner deadlines and requirements.
Bid to Delivery	
3.31	Support preparation for tender handover and attend initial implementation meetings following contract award.
3.32	Oversee formal hand over with the Implementation Team.
3.33	Act as Implementation Manager (on secondment) where desirable/appropriate (not a requirement).
Continuous Improvement	
3.34	Demonstrate a proactive commitment to continuing professional and team development.
3.35	Work with the Tender Quality Manager to co-ordinate and act on feedback and learning, both pre and post tender outcome.
3.36	Support the presentation/analysis of aggregate bid feedback at team meetings.
3.37	Source and articulate best practice from across the organisation/sector.
3.38	Lead on and contribute to ongoing model development and service improvements for community substance misuse services, including responding to the Dame Carol Black Review and Drug Strategy.
3.39	Work collaboratively on short-term national or regional projects, responding to organisational need.

3.40	Take responsibility for a thematic lead area producing/sharing regular updates which reflect organisational/wider sector developments.
3.41	Ensure all team members maintain up to date and well organised resources for areas for which they have lead responsibility.
3.42	Plan, develop, deliver and chair national Business Development Team meetings on a rotational basis with other Business Development Managers.
3.43	Demonstrate a proactive commitment to continuing professional and team development.
Additional Responsibilities	
3.44	Work flexibly across the organisation to support Directors dependent on tender activity to ensure a unified and consistent approach to tenders.
3.45	Attend commissioner events/presentations where appropriate.
3.46	Deputise for the Head of Business Development where required/appropriate.
3.47	Support the Head of Business Development with any other activity as required.
4 Our commitment to you	
Both Change Grow Live and our team work to the following framework:	
4.1	Equality Diversity and Inclusion We are committed to creating an inclusive environment, which celebrates difference and allows our staff and service users to flourish.
4.2	Mission and Vision Our mission is to help people change the direction of their lives, grow as individuals and live life to its full potential. Our vision is to use our values and belief in people to develop, deliver and share approaches that change society.
4.3	Career Development and Progression We believe in investing in our people to be the best they can be.
4.4	Safeguarding We are committed to ensuring the safeguarding and wellbeing of children and adults at risk and train and support our people to deliver best practice.
5 Your commitment to Change Grow Live	
5.1	Change Grow Live Vision and Values <i>Believe in people:</i> At Change Grow Live, above all else we believe in people. <ul style="list-style-type: none"> For people who use our services: we believe you have the right to a different future, no matter what you've been through or where you are now. For our staff and volunteers: we believe in your judgement, skills and potential. We believe you can do brilliant, life-changing work. For our partners: we believe that by working together we can drive positive change in individuals, communities, and society. <p>We are committed to challenging stigma and oppression and doing everything we can to make sure that our staff and the people who use our services feel respected and valued.</p>
5.2	Children and adults at risk Demonstrate an understanding of and commitment to best safeguarding practice.
5.3	Boundaries and behaviours Observe professional integrity in relationships with service users, peers and other relevant professionals.

5.4	Health & Safety Be responsible for your health and safety and that of colleagues and service users.
5.5	Equality, Diversity and Inclusion Be committed to helping to build an organisation that respects and values the diversity of all.
5.6	Confidentiality Treat all information acquired through the course of your employment as confidential and comply with all the appropriate policies, systems and procedures.
5.7	Information Governance Apply information governance processes to ensure all necessary safeguards are in place regarding personal information.

The above is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of Change Grow Live. Any change will be made after a proper period of consultation.

Person Specification

Essential and desirable requirements for the role.

Assessing and testing the necessary level of competence required for this role will be either via the application form; interview; and/or exercises.

Please note - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.

1	Education, knowledge and experience	
1.1	Experienced manager/leader, with the ability to manage, coach and develop staff and other managers.	E
1.2	Knowledge of third sector and/or health & social care and/or public health business development and tendering processes.	E
1.3	Experience and proven track record in business development , including writing tenders, designing services, producing budgets, developing new models/products and forming strategic and operational partnerships.	E
1.4	Excellent project management and organisational skills including tender and pipeline planning and management.	E
1.5	Extensive proven experience of writing successful tenders , proposals and grant submissions. You must be able to write well , and develop teams to write well.	E
1.6	Relevant degree in Social Care, Social Policy, Health, Psychology, Criminal Justice, Business, Marketing, Social Sciences, Humanities, English, etc.	D
1.7	Experience of delivering training/coaching.	D
1.8	Experience of Health and Social Care or similar service management/delivery.	D
1.9	Knowledge of substance misuse, public health, health, mental health, criminal justice, prisons, homelessness, children's, young people's, employment, family support/health or other similar services.	D
2	Abilities and skills	

2.1	Excellent proof-reading and editing skills with an exceptional eye for accuracy and attention to detail.	E
2.2	Communicate confidently at all levels, developing and maintaining effective relationships.	E
2.3	Strong Microsoft Office skills and IT literacy.	E
2.4	The ability to prioritise and meet deadlines while maintaining a high standard of quality.	E
2.5	Capacity to travel with occasional overnight stays.	E
2.6	Respond flexibly to the demands of the post.	E
2.7	Team player who is willing to adapt to changing priorities of the organisation.	E
2.8	Review large amounts of information, summarise and present effectively.	E
2.9	Communicate complex issues in writing in a simple, accessible and visually impacting manner.	E
2.10	Seek out relevant information proactively from a variety of sources from across the organisation and from external partners.	E
2.11	Develop relationships/partnerships with external stakeholders and to negotiate contractual terms.	E
2.12	Remain resilient in a high-pressured environment and respond proactively and positively to challenges (e.g. tight externally-set deadlines).	E
2.13	Work independently and keep calm under time deadlines/pressure.	E
2.14	Instil motivation in others to engage and contribute.	E
2.15	Give and receive constructive and challenging feedback in a positive way that supports continuous improvement.	E
2.16	Understand and have a commitment to the principles and practice of equal opportunity and diversity.	E
2.17	Understand and have a commitment to safeguarding vulnerable individuals.	E
2.18	Understand and deliver on Change Grow Live's values, mission and vision. You must Believe in People.	E

		Authors	
Version number	Date	Initials	Initials
1.0	June 2022	GR	