

Business Development Manager

Job Description & Person Specification

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| Reporting To: | Director of Care & Support |
| Key Relationships: | Director of Care & Support, Area Managers, Team Managers/ Leaders, Quality, Compliance and Business Manager, Housing Manager, Housing & Support Officers, Property Team, Central Service Colleagues. |
| Notice Period: | 3 Months |
| Salary: | £55K - £60K (dependent on skills and experience) |

Main purpose of the role:

The Business Development Manager is a key post and part of the Care and Support management team. The purpose of this post is to drive business growth and development, which is a key strategic aim of Ability Housing Association. Key areas of responsibility are:

- Business Development & Growth
- Non Statutory Bids and Grants
- Relationship Management and Networking
- Project Management

As a senior manager of the organisation, you will take a leading role driving a customer focus and assuring a culture of continuous improvement ensuring quality, efficiency and effectiveness is embedded in all Ability HA's service design and delivery.

Business Development

- Work to achieve growth in line with organisational plans in relation to tenders, organic growth and acquisitions.
- Lead the business development function to meet set targets in relation to growth and increases in EBITDA.
- Work with the Director of Care and Support and SMT to ensure business development plans are realistic and achievable.
- Build strong relationships with Integrated Care Boards (ICBs) in existing and new areas of operation
- Identify new business opportunities aligned with Ability Housing Association's mission and values via tenders, manage the development and submission of bids to local authorities, ICBs and other funders for the provision of social care and independent living services, adhering to Ability HA's social care tendering policy.
- Work with local authority and health commissioners across existing and new areas of operation, developing strong organisational relationships, positioning Ability HA as the provider of choice.
- Lead on funding negotiations with local authorities and health commissioners ensuring Ability HA care and support services are adequately funded.

- Project manage the mobilisation and implementation of new business in collaboration with operational colleagues in Care & Support.
- Support the delivery of added value services through grant submissions to central government, local authorities, Trusts, foundations and the National Lottery, where such funding will support and enhance the provision of services to our customers.
- Lead on Ability HA Social Value offer via business development plans, social care tendering policy and bid submissions.
- Play an active role in reviewing and delivering the Care &Support Strategy with a specific focus on development and growth
- Participate and contribute to Care &Support management meetings.

Management & Leadership

- Be an active and engaged member of the Care and Support Management Team. To positively contribute to the improvement and development of Ability services ensuring customers receive a quality service and that our operations remain financially viable.
- Work productively and collaboratively with colleagues within care and support services and across the wider organisation to successfully deliver business plan objectives.

Key Responsibilities continued:

| Qualities | Criteria |
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| EXPERIENCE | <p>Significant demonstrable experience and understanding of the competitive tendering process and evidence of taking a leading role in the preparation and submission of successful bids for six figure Local Authority contracts.</p> <p>Demonstrable experience of managing and influencing commissioners and other senior stakeholders to produce positive results.</p> <p>Understanding of current and future challenges in social care, housing related support</p> <p>In depth knowledge of sources of information on tendering opportunities, understanding of, and ability to assess new market opportunities and trends in relation to the business strategy.</p> <p>Project Management skills and experience including the development of tender bids and mobilising new service provision.</p> <p>Demonstrable experience of forming effective partnerships in order to promote, assess and target opportunities to grow Ability's business.</p> <p>Ability to model budgets and interpret complex financial information</p> |

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| <p>SKILLS</p> | <p>Ability to compellingly present key information in writing and in person and to positively influence others.</p> <p>Strong personal organisational skills to manage an extensive workload, prioritise between conflicting demands, meeting tight deadlines.</p> <p>Strong networking and relationship management skills</p> <p>At least 3 years' staff management experience including recruitment, team motivation & support and performance management</p> <p>A track record in budget setting, financial monitoring and achieving positive financial results in a challenging environment</p> <p>A proven ability in analysing, collating, monitoring and reporting service performance data to senior staff.</p> <p>IT proficient and a strong knowledge of Microsoft Windows software and ability to utilise ICT for effective programme/project management and communications.</p> <p>Excellent communication skills both written and verbal.</p> <p>A track record in budget setting, financial monitoring and achieving positive financial results in a challenging environment</p> |
| <p>KNOWLEDGE</p> | <p>Knowledge and understanding of social care policy at a national and local level relating to social care and, in particular, Learning Disability, Autism and Mental Health</p> <p>An understanding of the Health and Social Care Act and associated regulations, in particular, CQC requirements.</p> <p>An understanding and experience of Social Services funding, including negotiating contract uplifts in line with increasing costs</p> <p>An understanding of the issues faced by people with a disability and those requiring care and support An understanding of the business planning process, reporting mechanisms and how this integrates into a housing/support environment</p> |
| <p>VALUES</p> | <p>Strong commitment to diversity and anti-discriminatory practice in respect of all staff, customers and stakeholders</p> <p>An understanding of barriers to equality and inclusion experienced by people receiving care and support</p> <p>Commitment to the AbilityPOSITIVE+ values and behaviours.</p> |
| <p>OTHER</p> | <p>A full Driving Licence with access to a vehicle for work purposes and must have business insurance.</p> |

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| | Willing to travel throughout existing areas of operation and to potential new business areas |
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