**JOB DESCRIPTION**

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| **Job title** | Business Development Manager |
| **Department** | Substance Misuse & Public Health |
| **Reports to** | Head of Commercial Strategy & Growth |
| **Grade** | 6 |
| **Salary** | £45-50k p/a plus inner London weight (£3,633 p/a) if appropriate |
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| **Job purpose** | To lead/manage a regional Business Development team and its associated bid pipeline. This will involve planning for and producing high quality/successful tender submissions for Substance Misuse and other Public Health Services that result in:   * A minimum of 80% (by value) of existing services on average being retained at retender; * Sufficient new services being won, taking into account loss of any existing services to ensure annual organisational net-growth targets are met. |
|  | Ensure the creation of successful tender submissions by ensuring:   * BD/operational colleagues have a thorough understanding of the service specification, evaluation criteria and other supporting tender documentation; * Service models tailored to the needs of the specification/locality and wholly aligned with staffing costs/post declared in tender budgets; * In conjunction with project accountant and operational lead. that all elements of service delivery are realistically costed, within tender budget, are commercially competitive relative to price scoring criteria; * That any monetised Social Value element (e.g. Social Value Portal) has been robustly costed, is competitive; * All tender responses are quality assured prior to sign off by senior operations lead and that Bid Writers:   + Effectively utilise the “Storyboard” concept/process to plan content/structure;   + Clearly answer tender questions taking into account both the specification and proposed delivery model;   + Tailor response to the bid/locality in question, making effective use of service examples, case studies and data as appropriate;   + Produce text that is clear, concise, grammatically correct and otherwise written to high standard, requiring minimal improvement at second draft;   + Produce outputs to agreed deadlines and within specified word/page counts. |

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|  | Management of the preparation/planning process for a regional bid pipeline to include:   * Agreeing strategic priorities with senior operational colleagues and Head of Commercial Strategy/Growth on a two year rolling planning horizon, flagging any potential priority clashes/resource constraints; * Managing activity to support bids at various stages of the preparation/tender process across a regional pipeline; * Attending commissioner market events; * Ensuring pre-bid research is carried out by bid writers; * Working with existing services prior to retender to understand delivery/performance and develop a retender action plan; * Ensuring that, wherever possible, all bids have a draft staffing model, budget, premises strategy and partnership/sub contract approach agreed in advance of tenders coming out. | |
| Overseeing the management of the bid process:   * Ensuring sufficient resource is deployed to individual bids; * Effectively project managing all elements of bid (SQ, responses, budget presentation etc) are completed to required timescales; * Ensuring lead writer regularly updates bid progress tracker; * Ensuring all BD colleagues contributing to the bid are clear on the delivery offer/model; * Acting as lead contact for the bid, alongside lead writer, with operations colleagues and tender co-ordination team; * Leading bid progress meetings. * Drawing in central services and subject experts from across the organisation as appropriate; * Escalating any risks to line manager. | |
| Support the continuous improvement of business development processes in Turning Point by:   * Coaching Senior Bid Writers/Bid Writers/Graduate Business Development Officers; * Leading post submission ‘lessons learned’ reviews; * Reviewing commissioner feedback on bid responses post award during reflective supervision with bid writers/teams; * Ensuring regional team is covering its share of subject/expert leads on a number of central support/specialist areas on behalf of the BD team to ensure we stay abreast of organisational developments/best practice (e.g. attending forums and maintaining regular contact with central support services); * Drawing on your experience of leading/writing bids and working with a range of services to identify and share innovation/best practice in service delivery with Business Development & Operational Colleagues across the organisation. | |
| Effective Line Management and leadership of a team of three or four members of staff (Senior Bid Writers, Bid Writers and Graduate Business Development Officers) through:   * Carrying out regular (minimum 6 weekly) supervision of direct reports; * Carrying out annual appraisals for direct reports in line with organisational policy; * Ensuring direct reports have personal development plans (reviewed minimum quarterly) and are supported to develop skills relative to both their current role and future career aspirations; * Ensuring new employees have a comprehensive induction plan that is regularly reviewed; * Ensuring all direct reports have objectives that are reviewed at least quarterly; * Ensuring that all direct reports have a balanced workload and are able to take their annual leave during their annual leave year wherever possible; * Promptly addressing any performance issues in line with Turning Point policies; * Supporting direct reports to look after their wellbeing at work. | |
| Prioritise, plan and organise own workload, in conjunction with line manager and BD colleagues to ensure individual bids are delivered on time to the required standard, whilst also ensuring pre-bid tasks on other opportunities in the pipeline are also undertaken. | |
| Deliver on your own performance objectives and actively engage in relevant continuous personal development (CPD) opportunities. | |
| Contribute to Turning Point’s business intelligence/knowledge management strategy by ensuring all bid materials are collated/stored correctly in the relevant corporate systems. | |
| Contribute to effective financial management of the BD team by carrying out day to day activities and making workplace decisions that reflect an understanding of costs and ensuring bids are effectively costed, within budget and competitive financially. | |
| Carry out day to day tasks in accordance with stated policies/procedures. | |
| Demonstrate Turning Point’s organisational values in your day-to-day behaviour at work | |
| Undertake any other relevant duties as reasonably requested of you by your manager. | |
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| **Dimensions** | Direct reports | 2-3 |
| Total staff overseen | 3-4 |
| Internal contacts | * Head of Commercial Strategy & Growth – understanding Bid pipeline, timescales and themes informing specific bids. * Regional Heads of Substance Misuse – to understand service model and sign off final responses. * Service Managers – to seek operational input (data, case studies etc) and for peer review of final resposnes if appropriate * Senior Bid Writers/Bid Writers – sharing information and insight to enhance best practice, joint working as required on particular tenders and peer review. * Central Support specialist staff – gathering required data/information in the right format, at the right time and seeking review of relevant responses as appropriate. |
| External contacts | Potential partner organisations or Commissioners as appropriate. |
| Planning horizon | We operate a 2 year rolling planning horizion for our bid pipeline and BD Managers will be expected to oversee this process for their region. |
| Problems solved | * Understanding commissioner requirements and translate into an effective and appropriate service model tailored to local need * Understanding commissioner questions and responding to them in a way that both answers the question and effectively showcases Turning Point’s service offer within limited word counts. |
| Financial authority | None |

**PERSON SPECIFICATION**

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| **Interpersonal Skills** | **Essential** | **Desirable** |
| * Demonstrable experience of working collaboratively as part of a team to deliver bids; * Ability to build constructive relationships with colleagues and external stakeholders; * Excellent verbal communication skills. |  |
| **Writing Skills** | **Essential** | **Desirable** |
| Excellent business writing skills, including:   * Previous experience of bid writing; * The ability to be clear and concise; * Good grammar/punctuation; * Identifying the key elements of bid responses and signposting the reader clearly through these; * Tailoring responses to the audience/opportunity; * Use of examples/case studies/data to demonstrate impact; * Appropriate use of visuals/images to support text. |  |
| **Project Management** | **Essential** | **Desirable** |
| Effective project management skills: including the ability to manage competing priorities; and balance short term deadlines with longer term projects. |  |
| **Resilience** | **Essential** | **Desirable** |
| Ability to remain calm and deliver under pressure to tight deadlines. |  |
| **Critical Thinking** | **Essential** | **Desirable** |
| * Ability to understand bid questions, linking to service model/spec and respond fully in a way that effectively showcases TP’s offer within tight word counts; * Ability to analyse complex information from a variety of sources and present clearly and simply in a language your audience will understand; * Ability to develop written answers and delivery solutions from first principles, even when we have not come across something similar before; * Able to proactively self-management of own time and workload. * Able to use data and evidence to design effective service models that respond to specification; * Able to use data and sound financial reasoning to produce robust and realistic tender budgets that are commercially competitive. |  |
| **Staff Management** | **Essential** | **Desirable** |
| * Previous experience of staff management * Demonstrable experience of coaching/supporting staff to achieve their potential and/or promptly and robustly tackling under performance where necessary/appropriate. |  |
| **Experience & Qualifications** | **Essential** | **Desirable** |
| * Bachelor’s Degree (or equivalent qualification) minimum level 2:1 * Minimum of 3 to 4 years of experience in a business development role; * Demonstrable track record of leading teams to deliver successful bids/tenders * Experience of business development/bid writing in substance misuse or health & social care |  |
| **Other** | **Essential** | **Desirable** |
| Some travel & overnight stays  Willingness to work flexibly in order to meet the demands of the role |  |