

Job title	MHLD Business Development Officer (Growth & Planning)
Department	Mental Health & Learning Disabilities Business Development
Reports to	MHLD Business Development Manager
Grade	4
Location	Manchester (Exchange, New York Street) or London (Standon House, Aldgate)

Job purpose	<p>Optimise growth opportunities from existing contracts. Support new growth projects with project administration and proposal writing. Assist with competitive tenders and soft market testing exercises as required.</p> <p>Optimise occupancy of available homes through voids tracking and positive actions.</p> <p>Gather and filter intelligence to inform business planning activities. Update business plans and report on performance to objectives. Maintain a future opportunity tracker for potential competitive tenders and proactive bids – this includes tracking retender dates of existing contracts.</p> <p>Attend and participate in market shaping, engagement and pre-bid events.</p> <p>Provide administrative support to Business Development Managers and the Head of Business Development.</p> <p>Commit to personal development across a range of Business Development knowledge sets.</p>
Key accountabilities	<p>Business Development – Planning & Performance</p> <ul style="list-style-type: none"> • Gather intelligence to inform growth strategies and plans. Input into Locality Growth Plans and update them as required. • Organise, attend and participate in Locality Planning and other internal meetings; minute and record necessary information and actions. • Maintain a Future Opportunity Tracker using intelligence gathered from colleagues and from procured sources such as Porge. • Compile performance reports across a broad spectrum of activities and assist in the identification of continuous improvement recommendations. <p>Business Development – Sales & Growth</p> <ul style="list-style-type: none"> • Support proactive new business and retender proposals. Complete and submit compelling proposal documents and track progress through to award / non-award. • Maintain a database of Framework and Dynamic Purchasing System contracts. Proactively generate and manage referrals and opportunities from these channels. Flag Frameworks that are and will remain non-productive. • Maintain Customer Relationship Management intelligence and own responsibility for some customer relationships. • Support individual referrals through to acceptance stages of complex support opportunities. Liaise with Bid Team colleagues to form and submit bids for complex support growth.

- Maintain a tracker of all individual referrals and next actions. Complete a standardised internal new referral form and gather information from commissioners to close down gaps in initial shared information.
- Attend and participate in external market events and commissioner meetings. Compile opportunity summaries and recommendations.

Optimising Occupancy & Finding Homes

- Create and maintain a real-time database of void properties. Create alerts for difficult to fill homes and long-standing voids, and prompts to follow up on actions. Assist with finding and delivering solutions to address these issues.
- Complete void and person-centred profiles to advise commissioners not just of available homes but the ideal person to occupy them.
- Complete person-centred profiles of people for whom we are seeking a new home to help Property & Housing acquire a suitable property.
- Assist in property searches as required.
- Complete half-yearly reports on activity, opportunities and challenges – with recommendations for improvement.

Business Development – Team Support

- Compile and distribute update reports for multi-disciplinary meetings.
- Design and sometimes deliver presentations to internal and external audiences.
- Schedule conference calls, organise meetings, minute discussions and actions, follow up on actions, book travel and hotel accommodation.
- Maintain real-time information for all active growth projects and individual referrals on the Growth Project Register.
- Ensure that learning is sought and considered at the close of each project. Maintain a learning log and complete quarterly learning reports.
- Cover for Business Development Managers when they are absent.

Personal and Team Development

- Actively participate in one-to-one sessions and performance development sessions, proactively sharing your challenges, ideas and solutions.
- Participate in weekly planning calls to share challenges, ideas and solutions and prepare for the activities of the week ahead.
- Attend and participate in face-to-face team meetings.
- Attend, facilitate and participate in Business Development Interactive Sessions

	<p>with other colleagues from across Turning Point.</p> <p>Other</p> <ul style="list-style-type: none"> • Business travel is required, necessitating occasional overnight stays.
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Dimensions	Direct reports	<ul style="list-style-type: none"> • None. • Provide leadership in key stages of proposal preparation and generation. This includes managing contributors to hit deadlines and quality assuring their contributions.
	Total staff overseen	<ul style="list-style-type: none"> • None.
	Internal contacts	<ul style="list-style-type: none"> • Head of Business Development, Business Development colleagues, Heads of Operations and Operational Senior & Locality Managers. • Central Support staff in all departments at all levels but especially Property and Commercial Finance colleagues.
	External contacts	<ul style="list-style-type: none"> • Commissioners in advance of and as part of the pitch, bid or sales process. • Other organisations in partnership arrangements and property searches. • A broad audience of stakeholders in the delivery of social and health care services; including clinical practitioners; non-clinical practitioners; providers; families; the people we support; and the support networks they wish to engage.
	Planning horizon	<ul style="list-style-type: none"> • 0-24 months typically but could involve a longer time horizon for strategic development. • Participate in Locality Planning reviews which are completed on a half-yearly basis. • Participate in product reviews which are completed on an annual rolling basis.
	Problems solved	<ul style="list-style-type: none"> • Assist in meeting output specifications or creating specifications to meet customer need. • Address voids issues through to resolution. • Analyse opportunities for innovation, recommending evolution, revolution and evidencing the need for change.
	Financial authority	<ul style="list-style-type: none"> • None. • Follows financial rules in all activities.

PERSON SPECIFICATION

Qualifications & Experience (E = Essential and D = Desirable)	<ul style="list-style-type: none"> • Previous work in a similar role or previous work experience that directly demonstrates proven ability to work in this role. (E) • Experience of developing and sustaining positive workplace relationships with internal and / or external stakeholders. (E) • Experience of working with external stakeholders by phone, email or face-to-face to achieve business objectives (E) • Experience of working to multiple concurrent deadlines (E) • Degree level qualification. (D) • Experience of working in health, social care or housing. (D) • Experience of creative writing and detailed analysis of information. (D)
Knowledge (E = Essential and D = Desirable)	<ul style="list-style-type: none"> • Excellent understanding of Microsoft Office applications. (E) • Task organisation methodology to achieve deadlines and high quality of output. (E) • Customer Service knowledge and engaging with people as customers.(E) • Microsoft office applications (E) • Research methodology in academia or in the workplace. (D) • Relationship Management methodology. (D) • Sales processes, best practice and methodology (D) • Workplace and / or personal project methodology (D) • Legislation and best practice relating to health, social care or housing (D)
Essential Skills	<ul style="list-style-type: none"> • Excellent verbal and written communication skills. • Creative writing skills. • Attention to detail and highly organised. • Time management & prioritisation to run concurrent growth activities. • Ability to work under pressure to deadlines. • Comfortable working with Directors and Head of Service / Senior Manager Level (internal colleagues and external customers). • Manage complex, multi-work stream opportunities. • Ability to develop negotiation skills and be confident and diplomatic in negotiation situations.
Essential Personal	<ul style="list-style-type: none"> • Confident, energetic and self-assured being willing to use own initiative; show resilience and tenacity in getting results achieved; contribute to discussion and ask

Qualities	<p>questions; share ideas and be an enabler of continuous improvement.</p> <ul style="list-style-type: none">• Respect and value collective and individual team members.• Proactively engage with colleagues outside of the Business Development Team, establishing and nurturing professional relationships.• Being positive about disability, mental health, substance misuse and general wellbeing; actively championing rights to live a normal life full of opportunity and potential.• Passionate about delivering 'Inspired by Possibility' and the Turning Point values system.• Respectful of lived experience and drawing the ideas and solutions of the people we support into new products, services and shaping our dialogue with commissioners.• Motivated and determined to achieve and exceed targets.• Resilient, willing and able to derive learning from success and failure alike. Likes to celebrate success.• Flexible around working hours to deliver to project deadlines.• Willing and able to undertake business travel including overnight stays.• Committed to sharing ideas, solutions and working with stakeholders to identify and overcome challenges.• Committed to personal learning and continuous development.• Championing of diversity, equality and inclusion.• Standard bearer for quality of output and ethical practice.
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