

<b>Job title</b>	MHLD Business Development Officer (Bids and Projects) - This post is also suitable for Graduate Entry
<b>Department</b>	Mental Health & Learning Disabilities Business Development
<b>Reports to</b>	MHLD Bid Team and Product Manager
<b>Grade</b>	4
<b>Location</b>	Manchester (Exchange, New York Street) or London (Standon House, Aldgate)

<b>Job purpose</b>	<p>Undertake a two-year personal development programme in commercial business development. Establish core competencies; apply knowledge to shape competitive compelling proposals for new business, contract retention and product lifecycle decisions.</p> <p>Administer key elements of the bid process ensuring that real-time business information is available.</p> <p>Liaise across the business to ensure Stakeholders are engaged and informed. Set up and record bid project team meetings.</p> <p>Complete and proof selected bid and market testing documentation.</p> <p>Represent the team at external market events and internal meetings.</p> <p>Assist new contract and service mobilisation projects, providing project administration support as and when required.</p>
<b>Key accountabilities</b>	<p><b>Business Development – Bid and Product Activities</b></p> <ul style="list-style-type: none"> <li>• Administer the pipeline of active commercial projects. Ensure that every entry is fully populated with bid critical information.</li> <li>• Set up and record actions from a weekly bid planning video call. Distribute a weekly pipeline communication to a defined distribution list.</li> <li>• Set up bid kick-off calls and prepare participants as required. Record and distribute inputs and actions.</li> <li>• Submit Expressions of Interest for new opportunities, using a risk and opportunity screening filter to make early bid / no-bid decisions.</li> <li>• Organise and update Business Development shared folders and relevant access permissions.</li> <li>• Coordinate online submissions of clarification questions and subsequent receipt and communication of responses.</li> <li>• Submit bids and supporting evidence using online portals.</li> <li>• Complete and submit standard qualification questionnaires and soft market testing submissions. Assist in some bid submission writing as needed.</li> <li>• Coordinate post-award contract signing, collation of key facts for a contract database and ensure the contract document is stored appropriately.</li> <li>• Maintain a library of governance data and business capability evidence for</li> </ul>

	<p>inclusion in qualification and bid submission documents.</p> <ul style="list-style-type: none"> <li>• Research radar opportunities and add these to the pipeline. Use market insight tools and ensure future commissioning activity is identified, communicated and recorded.</li> <li>• Research bid-specific information; proactively gather local market intelligence and input into live bids.</li> <li>• Undertake best practice research; feed in news and new guidelines into bids.</li> <li>• Attend and participate in bid engagement and pre-bid market engagement or shaping events.</li> <li>• Update real-time performance data and evolve this to business requirement. Assist in the creation of performance reports and presentations.</li> <li>• Collate learning from results and decisions. Analyse data and provide a quarterly insight report to drive continuous improvement.</li> <li>• Provide support to product management activities. Create and maintain product sheets, maintain a business canvass, gather and receive information to inform future product lifecycle decisions.</li> <li>• Maintain product tables and a Boston Matrix (or similar) showing product strategy.</li> <li>• Develop case studies evidencing effective practice and learning across the product range.</li> <li>• Assist in the identification of Unique Selling Points, Reasons For Purchase and Customer Value Propositions.</li> </ul> <p><b>Implementation Project Support</b> – <i>provided when needed and may not be an everyday requirement</i></p> <ul style="list-style-type: none"> <li>• Set up project calls and prepare participants as required.</li> <li>• Record actions, decisions and communicate these.</li> <li>• Assist in the set up and coordination of meetings and events.</li> <li>• Assist in travel and venue bookings</li> <li>• Help to maintain implementation project records.</li> </ul> <p><b>Business Development Capacity</b></p> <ul style="list-style-type: none"> <li>• Cover for Business Development Managers and Officers when they are absent.</li> </ul> <p><b>Personal and Team Development</b></p> <ul style="list-style-type: none"> <li>• Actively participate in one-to-one sessions and performance development sessions, proactively sharing your challenges, ideas and solutions.</li> </ul>
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	<ul style="list-style-type: none"> <li>Participate in weekly planning calls to share challenges, ideas and solutions and prepare for the activities of the week ahead.</li> <li>Attend and participate in face-to-face team meetings.</li> <li>Attend, facilitate and participate in Business Development Interactive Sessions with other colleagues from across Turning Point.</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>Business travel is required, necessitating occasional overnight stays.</li> </ul>
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<b>Dimensions</b>	Direct reports	<ul style="list-style-type: none"> <li>None.</li> <li>Provide leadership in key stages of bid preparation including managing contributors to hit deadlines and quality assuring their contributions.</li> </ul>
	Total staff overseen	<ul style="list-style-type: none"> <li>None.</li> </ul>
	Internal contacts	<ul style="list-style-type: none"> <li>Work closely with the Head of Business Development, Business Development Colleagues, Heads of Operations and Operational Senior &amp; Locality Managers.</li> <li>Central Support staff in all departments at all levels.</li> </ul>
	External contacts	<ul style="list-style-type: none"> <li>Commissioners in advance of and as part of the pitch, bid or sales process.</li> <li>Other organisations in current and new partnership arrangements.</li> <li>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.</li> </ul>
	Planning horizon	<ul style="list-style-type: none"> <li>0-24 months typically but could involve a longer time horizon for strategic development.</li> <li>Participate in product reviews which are completed on an annual rolling basis.</li> </ul>
	Problems solved	<ul style="list-style-type: none"> <li>Assist in the creation of solutions linked to funding body requirement, product and market competitiveness, financial viability of products offered, and to address the requirements of output specifications, individual referrals and contracts.</li> <li>Analyse opportunities for innovation, recommending evolution, revolution and evidencing the need for change.</li> <li>Create learning logs and reports to drive continuous improvement.</li> </ul>
	Financial authority	<ul style="list-style-type: none"> <li>None.</li> <li>Ensure financial rules are met in all bid and development projects.</li> </ul>

## PERSON SPECIFICATION

<b>Qualifications &amp; Experience</b>  <b>(E = Essential and D = Desirable)</b>	<p><b><u>Graduate trainees will be welcomed for this role.</u></b></p> <ul style="list-style-type: none"> <li>• Graduates will need at least a 2:2 grade in an academic subject.</li> <li>• Graduates will be able to evidence work or personal experience outside of study that demonstrates their ability to work with customers; to think on their feet (such as in independent travel); and /or to use business administration or task coordination skills.</li> </ul> <p><b><u>OR for other applicants</u></b></p> <ul style="list-style-type: none"> <li>• Experience of working in health, social care or housing. (E)</li> <li>• Previous work in a similar role or previous work experience that directly demonstrates proven ability to work in this sales &amp; development role. (E)</li> <li>• Experience of developing and sustaining positive workplace relationships with internal and / or external stakeholders. (E)</li> <li>• Experience of working with external stakeholders by phone, email or face-to-face to achieve business objectives (E)</li> <li>• Degree level qualification. (D)</li> <li>• Experience of creative writing and detailed analysis of information. (D)</li> <li>• Experience of work in a project team or deadline driven environment. (D)</li> </ul>
<b>Knowledge</b>  <b>(E = Essential and D = Desirable)</b>	<p><b><u>Graduate Trainees</u></b></p> <ul style="list-style-type: none"> <li>• Excellent understanding of Microsoft Office applications. (E)</li> <li>• Task organisation methodology to achieve deadlines and high quality of output. (E)</li> <li>• Research skills used either in their studies or in work experience. (E)</li> </ul> <p><b><u>OR for other applicants</u></b></p> <ul style="list-style-type: none"> <li>• Customer Service knowledge and engaging with people as customers.(E)</li> <li>• Microsoft office applications (E)</li> <li>• Relationship Management methodology. (D)</li> <li>• Sales processes, best practice and methodology (D)</li> <li>• Workplace and / or personal project methodology (D)</li> <li>• Legislation and best practice relating to health, social care or housing (D)</li> </ul>
<b>Essential Skills</b>	<p><b><u>The following applies to all applicants</u></b></p> <ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills.</li> <li>• Creative writing skills.</li> </ul>

	<ul style="list-style-type: none"> <li>• Attention to detail and highly organised.</li> <li>• Time management &amp; prioritisation to run concurrent growth activities.</li> <li>• Ability to work under pressure to deadlines.</li> <li>• Comfortable working with Director and Head of Service / Senior Manager Level (internal colleagues and external customers).</li> <li>• Manage complex, multi-work stream opportunities.</li> <li>• Ability to develop negotiation skills and be confident and diplomatic in negotiation situations.</li> </ul>
<b>Essential Personal Qualities</b>	<p><b><u>The following applies to all applicants</u></b></p> <ul style="list-style-type: none"> <li>• Confident, energetic and self-assured, being willing to use own initiative; show resilience and tenacity in getting results achieved; contribute to discussion and ask questions; share ideas and be an enabler of continuous improvement.</li> <li>• Respect and value collective and individual team members.</li> <li>• Proactively engage with colleagues outside of the Business Development Team, establishing and nurturing professional relationships.</li> <li>• Being positive about disability, mental health, substance misuse and general wellbeing; actively championing rights to live a normal life full of opportunity and potential.</li> <li>• Passionate about delivering 'Inspired by Possibility' and the Turning Point values system.</li> <li>• 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.</li> <li>• Motivated and determined to achieve and exceed targets.</li> <li>• Resilient, willing and able to derive learning from success and failure alike. Likes to celebrate success.</li> <li>• Flexible around working hours to deliver to project deadlines.</li> <li>• Willing and able to undertake business travel including overnight stays.</li> <li>• Committed to sharing ideas, solutions and working with stakeholders to identify and overcome challenges.</li> <li>• Committed to personal learning and continuous development.</li> <li>• Championing of diversity, equality and inclusion.</li> <li>• Standard bearer for quality of output and ethical practice.</li> </ul>