

Job Description – Business Development Officer

Main purpose of the job

Working with the Business Development Manager, Regional Operations Manager, Operations Managers and other operational staff and volunteers within the Region/Country to provide expertise and support to enable the development and delivery of new and existing services to support the needs of people affected by dementia and deliver the Society's strategy

The role will support Localities in raising awareness of needs amongst statutory bodies, multi-agency forums and health and social care commissioners and in identifying potential sources of funding. Internally, the role will play a key part in business development processes through writing funding applications and tenders, complying with specifications, timescales and internal business development processes. It will support development and delivery of project plans for setting up new services following a successful funding application.

Position in the organisation

The Business Development Officer will be a member of the Business Development team, based within the regions/countries, reporting to the Regional/Country Business Development Manager. They will work closely with other Business Development Officers, Regional Operations, Locality and the service improvement team.

Dimensions and limits of authority

- Responsible for delivery of the role across a Locality or Localities as agreed jointly between Regional Operations and Business Development Managers and as part of local business plans.
- Responsible for following all business development control and risk management processes and for supporting Locality teams to meet these requirements.
- Responsible for the quality and production of local tender submissions and funding applications in conjunction with the Regional Operations and Operations Managers and the Business Development Manager
- In conjunction with Operations and Business Development Managers, responsible for sourcing and investigating appropriate opportunities for funding that aligns with the Society's strategy.
- Responsible for building and maintaining external relationships and contacts in an agreed area that can support business development and identify funding opportunities.
- Responsible for providing support to Regions/Localities at early stages of implementing new services plans following successful applications.

Duties and key responsibilities

Development and Income Generation

- To maintain local and current information to support business development opportunities including demographics, service mapping, commissioning priorities and internal statistics and evaluation data.
- Provide support to the operational managers as required to align new and existing services to the Service and Quality Frameworks and Society's strategy,

identifying service gaps, potential development opportunities and possible sources of funding.

- To build and maintain external relationships and contacts, particularly in health and social care, using them to promote the needs of people affected by dementia and to identify opportunities for business development and new services.
- To source opportunities for new or ongoing funding, including identification of tendering opportunities, in liaison with the relevant Regional Operations/Operations Manager.
- To produce clearly written funding proposals and tenders that reflect information and guidance from local and central teams, ensuring they promote all relevant Society offers and fully address the requirements of the specification, application form and method statements.
- To develop budgets for new, extended and re-modelled services, ensuring they are fully costed in accordance with the business development controls in liaison with the relevant Operations Manager and Management Accountant.
- To support Regional Operations/Operations Managers to develop and implement local project plans for setting up new services following successful bids.
- To work flexibly across the region, working closely with colleagues in Business Development, Service Improvement and Region/Localities teams to identify, establish and share local intelligence and best practice.
- To support and engage with opportunities for involving service users and others affected by dementia in order to inform and add value to business development as well as wider Society activities.
- To support and engage with Volunteering Development to ensure business developments and funding applications encompass opportunities for volunteers and promote volunteering as a valued activity.

Managing applications and contract risk

- To ensure all service contract data is accurate and up to date through maintenance of the Business Development Controls database including monitoring, entering and editing data and supporting Operations teams to manage their responsibilities for maintaining contracts data.
- To co-ordinate, complete and submit Pre-Qualification Questionnaires in liaison with Regional Operations/Operations managers and due reference to available commissioning toolkits and guidance.
- To act as the liaison point between local service staff and the Business Development Manager in co-ordinating the contract negotiation, authorisation and signature processes.
- To support Regional Operations/Operations Managers in managing tender submission processes including keeping to timelines, submitting questions to and monitoring the portal and checking completeness of submissions.
- To monitor contracts data and produce management reports as required so that managers at all levels are kept fully informed of contracts status including values, risk level and end dates.

Additional Responsibilities

- To adhere to all the Society's service standards, policies and procedures.
- To comply with the data protection regulations, ensuring that information on clients remains confidential.
- To be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- To work in a manner that facilitates inclusion, particularly of people with dementia
- To implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
- To follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements. The job description will be reviewed regularly and may be subject to change.

Person specification – Business Development Officer

All of the following requirements are essential, unless marked with a * when they are desirable, and will be assessed from a combination of information provided from the application form and interview process.

Education and qualifications

- QCF/NVQ level 3 (or equivalent in relevant subject)

Skills and experience

- Experience of writing and submitting tenders or funding applications in the health and social care field
- Experience of completing Pre Qualifying Questionnaires for tenders.
- Experience of developing budgets to support funding applications
- Experience of working as part of a team to deliver projects or funding applications
- Experience of using a computer database to manage information and deliver reports.
- Experience of using Microsoft Office applications on a day-to-day basis.
- Experience of contributing to services development through multi-agency groups or with commissioners.
- Experience of development work within a health and social care environment*
- Awareness and understanding of dementia
- Able to plan and execute a short-term project within required timescales
- Able to analyse complex information for self and others
- Able to record and maintain accurate and up to date data
- Able to prioritise and manage a full workload, often with competing priorities
- Able to deliver work as part of a team and to collaborate effectively with colleagues
- Strong interpersonal and communication skills including verbal and written.
- Demonstrable writing and proof reading skills
- Demonstrable IT skills, including Microsoft Word, Excel, Outlook and PowerPoint

Personal attributes / qualities

- Able to travel round the Region/Locality independently and undertake occasional overnight stays as required
- Able to work flexibly across the Region/Locality
- Willing and able to work flexibly (including occasional weekend and evening hours)
- Able to act as an external representative and ambassador for the Society
- Understanding of inclusion and diversity and its relevance to the work of the Society.

Value based competencies

Alzheimer's Society has a value-based behavioural framework which brings our values to life in everything we do. The framework is applied across the full employment (and volunteering) life-cycle. This includes individual objectives, appraisals, performance management, reward and recognition and personal and professional development. You will be given a full copy of the framework if appointed, as part of your induction.

For this role, the key value based behaviours you will need to evidence in your application and which will be assessed during the recruitment process are:

Inclusion:

- Work collaboratively with others, sharing experience and expertise.
- Actively listen, understand and accommodate the views of others.
- Promote partnership and collaboration within and across teams.

Challenge:

- Contribute constructively to changes, embracing these positively.
- Seek and am receptive to the points of view of others.

Enabling:

- Contribute and invite new ideas and innovation in improving the way we work.
- Actively seek and share knowledge, skills and expertise with colleagues.

Integrity:

- Build credibility and trust with others by acting openly, professionally and respectfully at all times.
- Work within and contribute to the development of our policies and procedures.
- Take personal responsibility for own performance and decisions and do not blame others

Excellence:

- Base actions on credible evidence, drawing on my own and others' expertise, experience and past lessons.
- Use initiative to anticipate and overcome problems and obstacles.
- Keep promises, delivery to agreed standards with within agreed timescales.
- Offer own expertise and experience wherever it can help others.