** Post Advert**

**Inverness Badenoch & Strathspey CAB**

**Business Development Manager**

**Salary: £27,309.00**

**Hours: 35 hours (full time)**

**Closing Date: 23rd September 2019**

**We are looking for a highly motivated and ambitious individual with a passion for our organisation its aims and ethos together with the drive to see and achieve new revenue streams.**

**As part of the Senior Leadership Team the Business Development Manager working under the direction of the General Manager will be responsible for diversifying the business and developing a pipeline of exciting new and innovative opportunities which will support the changing needs of residents, building on our strong successful track record locally.**

**In addition the post holder will oversee all Administrative functions in the Bureau.**

**This role primarily involves working with the General Manager in:**

* **Devising and driving forward the business development strategy across a range of existing and new income streams**
* **Building and developing a pipeline of multi-year funding grants and contract income**
* **To ensure that relationships with funders are maintained and that reporting to funders is achieved on time and in accordance with requirements.**
* **Securing significant income to underpin the Bureau’s ambitious growth strategy**
* **Driving innovation into service delivery**
* **Deputising for the Senior Executive Team as required**
* **Overseeing the Administration Department at the Bureau and the services it provides to specialist departments.**

**The successful candidate will have:**

* **Experience of income generation activities, including bidding for contracts, statutory grants and successful funding applications**
* **Experience of building constructive partnerships and collaborations which deliver income revenues**
* **Values and beliefs which are aligned to the work of Citizens Advice**
* **An innovative and entrepreneurial flair, ability to generate new ideas quickly and a ‘can do’ proactive approach to their work**
* **Flexibility and ability to adapt to the changing demands of the role**

JOB DESCRIPTION

**Job Title: Business Development Manager**

**Salary: £27,309.00**

**Hours: 35 hrs per week**

**Responsible to: General Manager**

**Location: Inverness**

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### JOB PURPOSE

To generate substantial new revenue streams within 3-5 years and ensure the retention of existing business or replacement of current statutory funding through new bidding activities and business development programmes.

The Business Development Manager will play a key role within the Senior Executive Team. The post holder will have responsibility for devising and driving forward the business development strategy and diverse business activities across a range of income streams.

The Business Development Manager through direct reports will have overall responsibility for the Administration functions carried out within the organisation (excluding finance)

## PRINCIPAL TASKS AND RESPONSIBILITIES

**After training, mentoring and direction from the General Manager the post holder will be responsible for the following:**

**Income generation and relationship cultivation**

* Directing and managing activities concerned with bids, tenders and new business development programmes in order to generate substantial new revenue streams and to ensure the retention/replacement of existing business which commissioners may re-tender
* To lead and implement a successful business diversification strategy
* To identify, research and cultivate funding opportunities, building a strong pipeline of potential opportunities that will have a significant impact on income over the current and future financial years
* To be proactive and attend appropriate networking events and conferences in order to generate new business leads
* To proactively identify, approach and build strong relationships with potential partners such as Housing Associations, Foodbanks, Schools and Colleges, NHS and Industry (including large local employers)
* To use insight (gathered from research and regular dialogue with senior contacts) to produce bespoke, persuasive and high-quality proposals, pitches and/or campaigns, ultimately securing new partnerships to provide better services to more people.
* Develop the skills of the Senior Executive Team and staff at all levels in the critical aspects of successful business development and bidding

**Strategy & Planning**

* To work autonomously and in conjunction with the General Manager and other members of the Senior Executive Team to produce persuasive, creative and high-quality grant funding proposals and investment pitches and presentations
* Research, compile, communicate and regularly review other CAB and similar business sector strategies, taking responsibility for driving these strategies forward in line with our Business Development Strategy
* Identify and develop strategic initiatives for corporate funding opportunities
* Proactively identify and develop opportunities which will input into the Business Development and wider Corporate Strategy

**Internal and External Relationships**

* Build collaborative working relationships with senior stakeholders, and staff across the organisation
* Cultivate and maintain positive external relationships, partnerships and networks that enable the Bureau to deliver its ambition for the local community
* Uphold and promote the values and vision of Citizens Advice.

**Sector Knowledge & Representation**

* Represent the Bureau to external audiences, including speaking at events
* To remain current with business and innovation news, current affairs and potential new leads and funding opportunities
* To act as a source of information and insight for the Senior Executive Team

**Administration**

* To Oversee the Administration service within the Bureau.
* Maintain and follow internal processes and governance arrangements
* Keep full records of prospect cultivation activities, contacts made, and funding proposals submitted
* Provide monthly reports on new business opportunities, forecasted income and activity levels to the General Manager.

**Other**

* Deputise for members of the Senior Executive Team as required
* Carry out additional tasks as may reasonably be required

**In addition to the tasks and duties outlined in this job description, to undertake such duties as may be identified and which are generally compatible with the functions of the post.**

**The post holder must have due regard to our Equal Opportunities Policies in the planning and execution of their duties S/he will also be expected to maintain positive relations with external agencies and confidentiality in relation to all aspects of the business.**

**PERSON SPECIFICATION**

**Post: Business Development Manager**

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***The information you give us on your application form will be the only information used in short listing, so it is important that you clearly address all aspects of the person specification. You may find it helpful to address each point as they are listed below. It is essential that you include information about your experience and abilities relevant to these requirements, and please ensure that you address yourself to the Equal Opportunities dimensions in your application. You may use additional sheets.***

***If you are short listed for interview the selection panel will wish to discuss with you in greater detail those areas covered by the person specification and the aims and principles of the service.***

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### Skills, Knowledge and Experience

* Relevant degree level (or equivalent) professional qualification (i.e. in Business Development, Fundraising, Marketing, Commerce etc.) or “on the job” experience gained in a similar role
* Knowledge of grant and statutory fundraising, including an understanding of how income generation and obtaining new sources of revenue works.
* Experience of business planning as part of a team
* Demonstrated ability to research complex information and to relay this in an understandable way
* Detailed understanding of corporate responsibility plus a strong commercial understanding
* Excellent verbal communication, written, and IT skills
* Experience of strategic planning.
* Ability to organise and prioritise a workload under pressure
* Ability to remain positive and quickly recover from set-backs, keeping problems in perspective and taking a solution focused approach
* A proven ability to support and deliver change in a client-focused environment
* A proven ability and willingness to work flexibly and responsively
* A commitment to implementing Citizens Advice Equal Opportunities and an understanding of what this means for people providing a service to the public
* Experience of dealing effectively with Senior Executives and Trustees
* Evidence of experience of working to and achieving challenging targets
* Experience in developing and introducing new business processes into organisations
* Ability to negotiate and influence with impact at all levels