



Working with us:

Business Development Manager

Job pack – July 2019



Contents

A note from our CEO, Derek Mitchell	3
About Citizens Advice Scotland	4
About the role	5
How to apply	6
Job description	7
Person specification	9
Employee benefits	10

A note from our CEO, Derek Mitchell

“Thank you for your interest in joining the Citizens Advice Scotland team. Our employees play a critical role in helping to make society fairer, and in supporting our network of Citizens Advice Bureaux across Scotland.

We hope this pack will give you the information you need to decide if a role with us is right for you. We rely on each member of the team to bring their own unique skills, experience, views and commitment to our goals – it’s that combination which makes our organisation what it is.

The Citizens Advice network in Scotland provides much-needed advice and information to people of all walks of life, on a huge range of issues. We give a piece of advice every 19 seconds – face to face, online and by phone. The services we and our members provide make a difference in communities across Scotland and the rest of Great Britain, ensuring people are aware of their rights. It’s a powerful thing to be part of.

We look forward to hearing from you if you decide to apply, and to learning more about what you can bring to this role, and to the team.”



Derek Mitchell, CEO
Citizens Advice Scotland



About Citizens Advice Scotland

The Citizens Advice network in Scotland is the largest independent advice service in the country. Citizens Advice Scotland is a charity within this network – we act as a national organisation supporting and representing the service as a whole and the interests of citizens.

At the heart of the network there are 59 individual citizens advice bureau organisations across Scotland, all operating as independent charities in their own right, and generally focusing on providing support directly to clients. Each of these organisations is a member of Citizens Advice Scotland. Also providing significant added value are the national elements of the service run out of Citizens Advice Scotland, such as the Extra Help Unit.

We believe that every citizen should have access to free, impartial and confidential advice that helps them make informed decisions, whenever they need it and however they choose to access it. Whether that's face-to-face, over the phone or online, people know that wherever they see the familiar blue and yellow of our brand, they are guaranteed the same high quality of free, impartial and confidential advice.

Find out more at www.cas.org.uk.

About the role

- > **Job title:** Business Development Manager
- > **Location:** Edinburgh
- > **Hours per week:** 35
- > **Type of contract:** one year fixed term, with the possibility of extension
- > **Appointable salary range:** £43,008 – £48,000 per annum, commensurate with experience
- > **Full salary range:** £43,008 – £52,566 per annum

- > **Closing date:** Monday, 2 September 2019, 5pm

About the job

Appropriate funding and income is critical to the success and impact of the whole Citizens Advice network in Scotland, and the Business Development Manager has a key role to play in securing it. This comprises of identifying new business opportunities, securing funding through submission of compelling funding bids, tendering contracts and business proposals. The Business Development Manager will contribute to the initial implementation of service delivery, ensuring robust processes are in place to meet agreed contractual grant obligations and reporting requirements.

Employee benefits

Citizens Advice Scotland offers excellent terms and conditions, including a total of 40 days leave (including public holidays) and a pension scheme with an 8% employer contribution. We have a flexitime scheme which enables our employees to work flexibly in line with organisational requirements, and as an inclusive employer we are happy to consider other flexible working arrangements where appropriate. For more details of some of the other benefits on offer to our employees, please see the section on Employee benefits below.

How to apply

To apply for this role, please send completed copies of the **Personal Details Form**, along with your current **CV** to: recruitment@cas.org.uk

In addition, we ask you to provide a **written statement** with examples which demonstrate how you meet the requirements of the post, as set out in the job description and person specification.

Equality & diversity monitoring

To help Citizens Advice Scotland monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form **separate** from your other application documents by emailing it to: equalitymonitoring@cas.org.uk



Job description

- > **Position:** Business Development Manager
- > **Responsible to:** Director of Customer Journey
- > **Line manager responsibility:** Yes
- > **Budget responsibility:** Yes

Key responsibilities

Service Design

- > Identify and secure new business opportunities that generate income and are aligned with the organisation's aims and strategic framework
- > Develop innovative service design to address gaps or identified needs based on evidence, enhancing and adding value for the network and citizens in Scotland defending the service against over reliance on a single funder
- > Manage multiple and competing projects and prioritising effectively, demonstrating financial efficiency
- > Create strategic partnerships and manage relationships with key stakeholders, advancing Citizens Advice Scotland's strategic priorities
- > Effectively communicate the organisation's achievements and vision for the future aligned to Citizens Advice Scotland's projects, core activities and strategic objectives

Funding and income

- > Create sustainable funding models for Citizens Advice Scotland's members, maximising funding opportunities by developing and maintaining a network of funders
- > Ensure a strong funding pipeline is maintained by tracking and planning fundraising activities, applications and forecasted income
- > Establish and secure robust practices which will ensure strategic fundraising for the future
- > Lead on identifying and writing compelling and persuasive funding bids, ensuring deadlines, reporting and stewardship schedules are adhered to
- > Develop and implement best practice systems and tools that ensure the whole service is supported to defend and develop existing and new income streams
- > Provide expert insight and advice to the Executive Team and Senior Leadership Team
- > Build and sustain relationships with funders and key stakeholders

Initiation of Delivery

- > Manage effective implementation and integration of new services into Citizens Advice Scotland
- > Ensure that service delivery is of the highest quality and operates within the requirements of the relevant funding agreement
- > Set, monitor and report on targets and achievements to ensure that all KPIs are met, demonstrating the network's impact to funders to secure future investment
- > Engage strategically with both local and national contract managers, ensuring contracts are delivered and relationships maintained

Accountability and Decision Making

- > Accountable for overall success in identifying and securing funding opportunities and income
- > Accountable for ensuring spend and income aligns with strategic objectives for the organisation
- > Responsible for drafting and negotiating contracts and grant agreements
- > Provide strategic leadership to the team
- > Maintain the Institute of Fundraising's Best Practice Guidance and Regulations

Problem solving and Complexity

- > Expected to manage a large number of complex issues and competing priorities
- > Required to use judgement and expertise to reach decisions that are in line with Citizens Advice Scotland's values and strategic aims
- > Problems will typically need significant investigation, interpretation, exploration and analysis

The above job description is not exhaustive and is clarified to include broad duties inherent in the post.

Person specification

Knowledge, skills and experience

Essential

- > A successful track record in business development and identifying new funding opportunities to achieve significant impact, meet user needs and maintain standards
- > Experience of leading change and service transformation within organisations, challenging and removing barriers to service delivery
- > Tenacity and drive to seek new business opportunities and meet or exceed targets
- > Ability to be highly articulate and credible at a senior level, consistently delivering inspiring, engaging and meaningful messages about the future direction
- > Excellent stakeholder engagement and networking skills to generate commitment to goals and build strong relationships and trust
- > Experience of budgeting and financial planning
- > Confidence in presenting effectively using a range of presentation skills, and credibility in representing the organisation to audiences at all levels
- > Ability to research and analyse information and problems, draw conclusions and make recommendations
- > Excellent written and oral communication skills with the ability to summarise complex information with clarity, brevity and speed to engage with diverse people
- > An understanding of funders' needs, and how to meet these needs when creating compelling applications
- > Sound time management with ability work to deadlines and prioritise work effectively
- > The ability to think strategically and analytically and have sound decision making skills
- > Awareness that Citizens Advice service users are at the heart of everything we do

Desirable

- > Member of the Institute of Fundraising
- > Knowledge of the voluntary sector and the work of Citizens Advice Scotland

Additional requirements

- > Willingness and ability to travel within Scotland and occasionally within the rest of the UK involving work out with normal office hours and overnight stays
- > Understanding of and commitment to the aims and principles of the service
- > Understanding of and commitment to equality and the positive value of diversity

Employee benefits

Our people make Citizens Advice Scotland a great place to work and we offer a wide range of benefits to value their contributions. To get an idea of what benefits you receive when working with us, we have listed a few examples below.

Work-life balance



- > **Flexible working and flexitime:** get the flexibility as to how and when you work to suit both your and the organisation's needs.
- > **Generous annual leave:** spend time away from the office to relax and unwind with a total of 40 days leave per year.

Health and wellbeing



- > **Fresh Fruit:** enjoy a weekly array of complimentary fresh fruit in the office.
- > **My Gym Discounts:** join gyms, health clubs, leisure centres, yoga studios, boot camps and outdoor activities at a discounted rate.

Financial benefits



- > **Pension scheme:** save for your future with an 8% employer and 4% employee contribution.
- > **Capital Credit Union:** access ethical financial services with a credit union membership.

Other benefits



- > **Season ticket loan:** take out an interest-free season ticket loan to save on travelling to and from work
- > **Salary sacrifice schemes:** in addition to Cycle2Work and Childcare Vouchers, sign up to a scheme to purchase everyday technology.
- > **Recognition scheme:** thank and reward your colleagues who have gone the extra mile or delivered a great piece of work.

When joining Citizens Advice Scotland you have access to many other great benefits, all aiming to support the organisation's biggest asset – our people.

www.cas.org.uk



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The Scottish Association of Citizens Advice Bureaux – Citizens Advice Scotland. Scottish charity (SC016637) and company limited by guarantee (89892)