**The Forward Trust Job Description**

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| **Position Title** | Business Development Manager | **Reports to** | Head of Business Development |

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| **Introducing Forward Trust** |

Established since 1991, we are a social justice charity that supports people to recover from addiction or leave behind crime, helping them move on in life with family, friends, jobs, homes, and a sense of belonging.

We deliver Substance Misuse and Mental Health, Criminal Justice, and Employment services in over 80 prison and community settings across England and Wales, augmented by our unique range of Recovery & Belonging services.

We also campaign to change public attitudes and policy, so that more people feel able to ask for help in a society that believes in the power of second chances and long-term recovery.

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| **Role/Team Overview** |

Business Development sits right at the heart of Forward, working with partners from across the organisation to develop compelling new service offers for some of the most excluded people in society. The business development function provides support for all arms of the organisation this includes substance misuse services in community, prison and residential settings, employment, mental health, housing, probation, family and young people services.

The Business Development Manager will take a leading role across the business development lifecycle, from identifying and evaluating potential new opportunities and developing innovative new delivery models to producing high quality proposals and bids, working closely with the Head of Business Development. The Business Development Manager will support decision making by making recommendations on individual opportunities and for expanding our service offer into complementary markets.

Tendering for opportunities is a core part of the role. The Business Development Manager will be responsible for developing compelling service offers – coordinating the work of Operational Subject Matter Experts, the Finance team, HR, Facilities, Governance, and Fundraising and Communications. The Business Development Manager will skillfully project manage the procurement process, balancing the needs of the Development Team against competing operational priorities. The Business Development Manager will simultaneously oversee a successful writing process that results in high quality technical bid responses, completed to tight timescales.

Relationship marketing is also an essential part or the role. The role will involve identifying potential new partners that will add value and expertise to our tenders and services, maintaining relationships with existing partners and stakeholders, as well as exploring innovative ways we can promote our service offer. The Business Development Manager will also need to develop and maintain effective working relationships with internal departments which includes operations, HR, Finance, governance, facilities.

The Business Development Manager will have line management responsibilities within the business development team and will provide clear support, guidance and facilitate regular supervision. The Business Development Manager will work collaboratively with the Service Development Managers, identifying potential gaps and opportunities within existing services, leading to internal change projects that enable the organisation to remain competitive and deliver a quality service.

The role sits within the wider Research and Development Division, which includes research (evaluating the quality and impact of our interventions and programmes, and co-developing new products and services), data and performance, service improvement, families and young people and our private-rented housing service. The Business Development Manager will work closely with colleagues in these teams to draw from and to deliver insight, innovation and impact.

In-depth knowledge of drug and alcohol misuse treatments and markets, employment services, or our other service areas is not a prerequisite for the role. The successful candidate will be supported by colleagues in service teams to build this knowledge.

The Business Development Manager will also be supported to learn new skills in areas of interest, identify self-development goals, and pursue avenues for career progression.

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| **Accountabilities** |

**Strategy**

* You will contribute to meeting Forward’s business plan objectives thorough increasing the number and range of services Forward provides, including the retendering of existing services.
* You will contribute to the delivery of the business development strategy through:
* Managing and coordinating bids from initial service modeling to final submission
* Managing the bid budgeting process.
* Evaluating and assessing new opportunities, partners and emerging new markets.
* Writing high quality tender responses, internal and external briefing notes, and internal and external correspondence.
* Collaborating with teams in Forward’s Head Office and with our prison and community operational services to assist with the production of bids and implementation of successful tenders.
* Researching best practices and innovations in the field to inform our model development work.
* Representing Forward at market engagement and industry events.
* Pursuing ad-hoc development opportunities for Forward, both assigned and self-identified.
* Working with the Executive Directors of Substance Misuse Services, Employment Services, and Research and Development, you will also be involved in contract negotiation for existing and new contracts.
* Chair weekly Business Development team meetings, ensuring all actions are followed up and completed.
* The Business Development Manager will also have line management responsibilities for members of the Business Development team, providing clear direction, support and quarterly line management reviews.

**Quality and Safety**

* Alert the Head of Business Development to any significant risks or problems arising in the course of managing and monitoring Business Development.
* Abide by Forward’s policies and procedures and encourage others to do the same.
* Highlight any potential gaps in services they may impact on tendering for new services.
* Work with the highest regard to health, safety and security in the workplace highlighting any risks (potential or actual) to the relevant senior managers, in accordance with Forward’s risk management protocols.
* Promote and ensure departmental compliance with all relevant legal, regulatory, and ethical responsibilities.
* Effectively manage information, particularly confidential information, within statutory duties and in accordance with best practice.
* Keep up to date technically on all relevant matters and strive for continued professional development.

**Systems and Policy**

* Work towards Forward’s mission and values within current policies and good practice.
* Support the Head of Business Development by ensuring all internal stakeholders are consulted in the development and sign off of tender documents.
* Ensure all Business Development processes and procedures are fairly applied, properly adhered to and monitored.
* Ensure all aspects of Governance are adhered to and due diligence processes are implemented in the identification of partnerships.
* Keep up to date on new policies and procedures that might impact on Forward’s business development plans.
* Develop and provide accurate and timely management reports where required according to departmental deadlines.

**Administration**

* Carry out an on-going review of the overall adequacy of the administrative and data management technology to ensure that work is always done as efficiently and effectively as possible.
* Collect and collate statistical and other Business Development data (and where required to spot check on the accuracy of the data) required for efficient reporting and monitoring.

**Other**

* Take on other reasonable tasks and responsibilities as deemed appropriate by the Head of Business Development.
* Deputise for The Head of Business Development when required.

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| **Person Specification** |

**Below is a list of the qualities that we are looking for in applicants to this post. Please address each of these points in your application.**

**Essential**

**Skills and Experience**

* + Experience of successful bid writing, and knowledge of the tendering process.
	+ Ability to assimilate complex information from multiple sources and present it in a clear and concise manner.
	+ Financial awareness and understanding of costing a service model.
	+ Excellent writing skills and ability to edit the work of colleagues and provide constructive feedback.
	+ Excellent communicator with the ability to explain and summarise issues in an understandable and approachable manner.
	+ Ability to effectively lead and motivate a team.
	+ Ability to build and sustain partnerships with a range of stakeholders including internal departments, Service Users and other providers.
	+ Ability to work to tight deadlines and go the extra mile when needed
	+ Manage own workload and work autonomously.
	+ Able to oversee the work of others to ensure project milestones are met.
	+ Project management experience.
	+ Able to represent Forward in a positive and professional manager.
	+ Evidence of continued professional development.

**Qualifications**

* + Educated to degree level or equivalent.

**Desirable**

**Knowledge, Skills and Experience**

* Experience of managing bids
* Previous involvement in the design of service delivery
* Experience of service delivery
* Understanding of Substance Misuse, Criminal Justice, Housing, and/or Employment Services.

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| **Forward’s Mission and Values** |

**Our vision**:

Is that anyone, whatever their history and circumstances, can find the help they need to turn away from a life of crime and/or addiction, to build a fulfilling and productive life with family, work and community, while inspiring and supporting others to follow the same path.

**Our mission**:

Is to bring lasting change to people’s lives, away from addiction and/or crime by delivering services that inspire the belief in a better life, and provide clear steps to achieve this change- bringing benefits to our service users, their families and communities.

**Our values**:

Underpin all of our work. They are at the heart of Forward- who we are, what we do and how we do it.

**Empowering:** We pride ourselves on treating others with care, respect and dignity, whether our clients, colleagues, supporters or partners. We believe in nurturing self-belief and independence to empower people to achieve their goals. Through the inspiration of others and by being honest and approachable we aim to support people to build the trust and courage to be the best they can be.
 **Collaborative:** We seek out opportunities to collaborate with others, identifying common goals and complementary expertise and abilities. Through a respect for the strengths and differences of others; effective and open communication; and a commitment to remaining flexible in our approach, we strive to achieve the best outcomes together.

**Expert:** We approach problems using insights and evidence to find a solution. Our approaches are proven to work and make a positive impact. We are trusted experts, consistently delivering quality whilst remaining adaptable and resilient in the face of change.

**Courageous:** We are deeply committed to our work and ambitious in what we can achieve. We are unafraid to challenge or speak up if it’s needed to do the best work we can. We are courageous enough to not only embrace or generate change where it means we can make an even bigger difference, but also to take responsibility to play our part in delivering that change.

**Innovative:** We embrace creativity in all that we do. Whether seeking out new approaches, adapting and responding to changes around us, solving problems, engaging others or finding smart and cost effective ways of working, we actively look for innovative ideas and new solutions in our efforts to do our best.

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| **Competencies** |

**Leadership:**

Adopts a leadership style that challenges and motivates the team(s) to achieve objectives. Capable of motivational leadership that simulates others to challenge their own thinking, using their initiative to make a fuller contribution.

**Courage and Resilience:**

Builds trust and commitment with employees and clients through personal behaviour and conduct. Willing to say what needs to be said at the right time, to the right person, in the right way. Will persist, even when faced with considerable challenges and/or obstacles.

**Strategic Development:**

Links Forward’s business plan to daily work; develops strategic goals and plans that expand the influence of Forward within her/his sphere of operation.

**People, Performance and Development:**

Takes responsibility for employee’s performance by setting clear goals and expectations, tracking process against goals. Ensures employees receive regular supervision and feedback, addressing performance problems and issues promptly.

**Managing Quality:**

Demonstrates a genuine commitment to the maintenance of quality and compliance within the teams activities; encourages best practice across all of their teams procedures and actions; watchful for any breach of standards or actions that would compromise Forward’s statutory obligations and reputation.

**Delivering Results:**

Consistently achieves measurable goals and targets set by others or oneself. Engages in the committed pursuit of agreed goals; concentrating on important priorities. Always mindful of the value of an activity or task.

**Managing Change:**

Demonstrates support for innovation and for organisational change; initiates, sponsors and implements organisational changes; successfully helps others accept and manage organisational change; overcomes potential resistance conflicting expectations and controversy