



ROLE PROFILE

Job Title:	Head of Business Development
Accountable to:	Chief Operating Officer
Responsible for:	Managers of Restore, Refresh, Bright Sparks and Skainos and any other business development projects which may arise
Salary:	£40,000 to £50,000 p.a. depending on experience and skills
Location:	East Belfast Mission, Skainos Square, 239 Newtownards Road, Belfast
Hours of work:	37.5 hours per week. Reasonable hours outside of this may be required to fulfil the duties of this position
Leave:	25 days plus 12 statutory days
Pension:	National Employment Savings Trust (NEST) Pension Scheme
Health Care:	An employee health care plan is available after successful probation
Probation:	This post is subject to a 6 month probationary period. The Company reserves the right to extend this probationary period.
Date:	July 2017

EBM employs 107 staff and over 190 volunteers and has a long history of social engagement within East Belfast and beyond.

We are seeking to appoint a commercially focused Head of Business Development with a successful track record of increasing income generation and shaping business strategies to drive sustained growth in unrestricted income for EBM.

Job Purpose

The Head of Business Development is responsible for growing the unrestricted income which EBM achieves through its businesses. The post holder will lead, develop, implement and monitor a Business Development Strategy for key East Belfast Mission's (EBM) business projects, including Restore, Refresh, Bright Sparks and Skainos.

In this key role, the post holder will manage the development and sustainability of innovative and enterprising business strategies and operational plans for these projects to build upon their profitability. This is critical to enabling EBM to further develop our delivery of integrated community supports in an area of high deprivation, which experiences high unemployment, low educational attainment and ill-health.

In addition the post holder will play a key role as a member of the Senior Management Team.

Main Responsibilities and Accountabilities

Business Growth

- To ensure that EBM's businesses achieve their income generation targets
- To ensure that EBM's businesses achieve their Key Performance Indicators, such as Gross Profit Margins and Wages to Turnover ratios
- To drive forward and diversify our commercial activity and maximise income generation

Business Strategy

- To be accountable for developing and implementing the strategy to drive forward EBM's business programmes

- To provide strategic direction and leadership for EBM's business projects
- To identify and develop new income-generating ventures consistent with the aims and ethos of EBM
- To identify and prepare tenders for contracts and funding bids, to build sustainable income for the organisation
- To develop and agree objectives with relevant managers for each EBM business service

Business Management

- To promote the benefits of a business enterprise model for EBM
- To ensure that opportunities to generate income from business services are optimised and delivered in a cost effective and financially sustainable manner against agreed targets
- To evaluate the performance of each of the business services
- To allocate resources and budgets across all business services
- To be accountable for overall delivery against agreed financial and service targets and for the effectiveness and efficiency of business services
- To promote a culture of pro-activity, innovation, transparency and collaboration in all aspects of the work of business services
- To implement EBM's Performance Management system across all business projects

Quality Management

- To ensure that the appropriate quality systems are in place across each business service
- In conjunction with the relevant managers establish external and internal benchmarks and appropriate KPIs across the business projects
- To ensure that all activities conducted within the business services are safe and that they comply with applicable legislation and regulations
- To ensure that all projects and commercial activities provide a high standard of customer service and develop a continuous improvement cycle
- To continuously review all existing products, services and markets

Influencing

- To build external relationships including partnerships and alliances to increase opportunities and enhance trading and/or service delivery capability
- To reinforce EBM Vision and Mission internally and externally
- To establish and maintain productive and positive network relationships
- To represent EBM externally at networking events, conferences and exhibitions to enhance and strengthen EBM's profile and optimise all business development opportunities

Corporate Governance, Risk and Compliance

- To ensure the development, implementation and review of the Risk Management Plan for EBM's business projects
- To oversee the effective compliance of all contracts and service level agreements

- To identify and manage risks associated with the delivery of commercial development activities
- To maintain an awareness of external factors including competitors, legislative developments, regulatory and compliance issues which may impact upon commercial activities and communicating these to the Board and Senior Management Team
- To be the Registered Person for Bright Sparks Nursery, to adhere to the Fit Person's Assessment and to ensure full compliance with BHSCCT regulations and standards
- To ensure regular reviews are carried out with customers to ensure their needs are being met and that excellent service is achieved

Leadership/People Management

- As part of the Senior Management Team, to provide effective and professional leadership, supporting and promoting the activities of EBM and contributing significantly to the building of a high performing organisation that is fit for purpose
- To provide visible leadership and motivate staff to ensure that delegated responsibilities are achieved and effective communication maintained, including ensuring on-going high performance management
- To foster an organisational culture this is positive about change and committed to the delivery of the strategic and operational plans
- To create a culture of development, performance and people management that develops leadership capabilities
- To align functions, resources and deploy people and skills optimally to achieve strategic priorities
- To set measurable targets for managers in accordance with Forward Job Plans and annual performance appraisal plans

Other

- To take responsibility for own learning and development, and actively participate in appropriate learning opportunities
- To ensure adherence to all health and safety regulations and EBM's policies and procedures
- Any other duties conducive to the effective operation of the post and deemed to be within the post-holder's competencies and areas of responsibility

PERSONNEL SPECIFICATION

Criteria		
Qualifications	A degree or *equivalent qualification *As per the National Qualifications Framework	D
Experience	5 years' senior business development and management experience with a proven track record of increasing income generation	E
	3 years' experience of senior retail management plus experience of at least two of the following areas Managing buildings Managing a Café business Managing business contracts Tendering for business contracts Service industry design and delivery	E
	Demonstrable experience of strategic planning and delivering successful operational plans	E
	Demonstrable experience of successfully leading, motivating and managing multi-disciplinary teams to achieve results in a customer focused environment	E
	Demonstrable experience of managing available resources to deliver strategic and operational aims and objectives to deadline and to expected standard	E
	Demonstrable experience of forecasting and managing revenue and expenditure budgets	E
	Demonstrable experience of managing complex projects and programmes and operating within SLAs	E
	Experience of identifying, initiating and driving new commercial initiatives	E
	Experience of formulating and presenting clear business plans	E
	Proven track record of increasing revenue and business growth	E
	Demonstrable experience of delivering KPIs and improving customer care	E
	Significant experience of working to tight deadlines and prioritising own workload with minimal supervision	E
Knowledge & Skills	Excellent performance management and team development skills	E
	Strong leadership skills	E

	Excellent project management skills	E
	Commercially astute and customer focused	E
	Experience negotiator and networker with a proven track record of successful business development	E
	In depth understanding of commercial business planning including market analysis, financial forecasting and risk assessment	E
	Ability to work independently with the ability to take commercial decisions that support long term business goals	E
	Excellent interpersonal, written and oral communication skills	E
	Financial management skills with strong analytical and problem solving ability	E
	Computer literate and experienced in Microsoft Office packages	E
	Awareness of existing and emergent social media and e-commerce technologies and the impact of these on commercial development	D
	Working knowledge of the application process for government agencies and tenders	D
Other	Able to demonstrate a sound, reliable network of contacts relevant to the requirements of the role	E
	Clean driving licence and use of a car for work, or ability to travel frequently and regularly to off-site meetings. This criteria will be waived if disability prohibits and the candidate can demonstrate the effectiveness of alternative transport provision	E
	A strong commitment to the values and vision of EBM and a commitment to work within the ethos of the Methodist Church in Ireland	E

Additional Notes

The Role Profile is an accurate reflection of the job at the time of review. As with any position, the role may be subject to change to meet the needs of the post. All prospective changes will be discussed with the post-holder as part of the organisation's performance management arrangements.

This position will give the post-holder access to children and/or young people and vulnerable adults and therefore may be subject to disclosure background checks of any criminal

convictions including spent, bind-over orders and cautions in accordance with the Access NI vetting and Barring Scheme and our organisation's Childcare and Vulnerable Adults Protection Policy and Procedure. An Enhanced AccessNI check will be carried out prior to any employment.

By applying for this position, you are in agreement for this organisation to carry out this necessary background check if an offer of employment is made.

East Belfast Mission is an Equal Opportunities Employer