**Role Profile**

**ROLE TITLE : Head of Business Development**

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| **REPORTS TO:** **Business Development Director**  | **ROLE BAND:** **NG14** |
| **DIRECTORATE:** **Business Development**  | **NO OF DIRECT REPORTS:** **3** |
| **DBS REQUIRED:** **NO** | **LEVEL OF DBS:** **N/A** |
| **QUALIFICATIONS REQUIRED:** Degree preferable (2:1 and above) in subject that requires high level of analytical thinking and writingAPMP practitioner or professional level useful but not essential |

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| **PRIMARY PURPOSE OF THE ROLE:** |
| To lead the delivery of Nacro's Business Development strategy, winning new work and increasing our impact. To project manage the activity of the business development team and ensure it is integrated with the wider business, to maintain existing and secure new income streams. To ensure that income targets for each directorate and Nacro are met or exceeded. |

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| **KEY RESPONSIBILITIES:** |
| * Report on the performance to the business development function and identify areas for continuous improvement
* Manage bid teams and inputs from internal stakeholders – including operations, finance/commercial, legal, Human Resources, external engagement, etc
* Manage bid budgets
* Ensure timely delivery of compliant, competitive and commercially sound bids
* Develop and manage a long-term opportunity pipeline
* Allocate and manage resource against agreed priorities
* Report on the performance of the business development function and identify areas for continuous improvement
* Develop and maintain effective operational processes and tools, to support consistently high quality output
* Overall responsibility for management of target opportunities, ensuring effective and efficient planning, preparation, production and submission of public sector tenders and other sales documents
* Convene, lead and manage bid teams to produce high quality outputs
* Provide robust quality assurance on all aspects of bid submission and drive continuous improvement through process and coaching
* Manage internal governance, ensuring all relevant approvals and quality assurance through the process
* Source external best practice to introduce and embed into Nacro
* Plan and manage mobilisation and transition of successful bids to operational directorates
* Build and implement a donor and corporate partnership strategy
* Maintain market awareness, contributing customer, competitor and partner intelligence to support our strategy and delivery
* Support the business development team, to develop high level skills, high quality output and a culture of achievement
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| **PEOPLE MANAGEMENT** |
| * Own and set direction for a team/direct reports to deliver the organisational and local priorities and ensure that this is replicated through your management chain.
* Lead team by example by upholding Nacro’s values and behaviours and translating those into everyday activity. Be prepared to make difficult decisions and support direct reports to make difficult decisions
* Take responsibility for the communication of organisational and local messages through regular and effective team meetings and ensure that this is cascaded through your line.
* Set clear objectives and performance targets for each direct report using the appraisal process and monitor through regular one to ones. Ensure that this is delivered consistently across your directorate,
* Work collaboratively across Nacro and with external stakeholders ensuring that you and your team provide a good service.
* Provide development and support to your direct reports and your wider team to ensure their effectiveness and wellbeing. Shape the development programme for your directorate.
* Take responsibility for all aspects of people management including managing the recruitment, attendance, conduct and performance of direct reports using the appropriate policies and procedures. Ensure that your direct reports also deliver effective people management.
* Recognise and reward positive behaviours and contributions from direct reports and the wider team consistently and encourage innovation.
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| **PROFESSIONAL & TECHNICAL EXPERTISE** |
| * Proven capability in delivering winning, multi-million pound complex services opportunities
* Background in solution/service design
* Experience of bid campaign management, from opportunity identification through to project delivery
* Clear understanding of the commercial, strategic and deliverability aspects of opportunity qualification
* Experience of developing and delivering clear win strategies
* Ability to lead, contribute to and influence commercial discussion and solution design
* Comfortable working at CEO and Director level – internally and externally
* Fully conversant with the competitive marketplace
* Sound commercial understanding (including P&L and risk management skills)
* Ability to management complex, multi-work stream opportunities
* Solid understanding and implementation of internal governance procedures
* High level of written and verbal communication skills
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| **ORGANISATIONAL PERFORMANCE AND COMPLIANCE** |
| * Collate and maintain complete business development pipeline
* Produce regular management reports on overall and bid project progress and performance
* Produce timely, high quality, compliant and price competitive bids
* Understand, implement and champion ‘The Nacro Way’ to manage the entire bid life-cycle
* Maintain high levels of transparency and regular reporting to the designated project board throughout each bid
* Maintain a complete and accurate ‘Bid Book’ throughout each project
* Produce the required internal documentation at key points throughout the bid life-cycle (i.e. Phase 0, Opportunity Assessment Tool, Opportunity Development Document, Executive Summary, Management Reports)
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| **LEADERSHIP REQUIREMENTS**  |
| * To lead by example within the business development team
* Ability to communicate with and influence at the highest levels (CEO/Director) – internally and externally – to move the sales process forwards
* Ability to lead cross-functional, multi-level teams – internally and externally – to deliver bid projects
* Represent BD in the Senior Leadership Forum
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| **Line Manager/Head of Dept::** |  |
| **HR Business Partner:** |  |
| **Date:** |  |
| **Profile review date:** |  |