



# Business Development Manager

## Job description and person specification

**Accountable to:** The Head of Business Development.

### Purpose of the role

Working in a business partnering role with colleagues across the Dimensions group, the Business Development Manager (BDM) will lead on growth within the region(s) they are affiliated with, and in support of other regions where required, in service of the Group growth plan. The BDM is responsible for promoting Dimensions as a provider of choice for commissioners, individuals and families; and for fostering a culture of development, creating strong relationships with internal and external stakeholders.

### Core duties

- Working collaboratively with Business Partners in Finance and HR, to provide professional insight and a support network to the Regional Managing Directors and Operation Directors, enabling them to deliver on their growth plans, in the context of the Group growth plan.
- Evaluate and prioritise Business Development (BD) opportunities within the framework of area, regional and Group growth plans, in line with Group strategy, in partnership with Operations Directors, Regional Managing Directors, Head of BD, and wider BD team members.
- Support the development of the annual Group Growth Plan, with responsibility for the regional elements.

### Tenders/Bids/Referrals

- Have oversight of bids and tenders, taking responsibility for critical appraisal, including go/no go decisions; working in partnership with the Tender & Bids Team, BD Co-ordinators, Operations and Finance to deliver winning submissions that promote the Dimensions brand and differentiate us from our competitors.
- Accountable for assuring interview panels for new business opportunities are the right mix of colleagues and well prepared to win new business.
- Have oversight of referrals, supporting the Referrals Team and regional colleagues where required; to deliver sustainable growth around referrals.
- Support colleagues to follow BD processes and procedures, to ensure strong corporate working and productivity.

### Account/Relationship Management

- Effective relationship management to ensure a culture of BD and growth is embedded throughout the regions.
- Ensure the account management process is delivered, with an overview of all regional partnerships, working with colleagues to deliver a coherent approach to partnership development and external relationship management
- Proactively work with commissioners, partners and other stakeholders to win and grow business for Dimensions.
- Identify and develop new partnerships to support growth, e.g. housing providers
- Identify and seek opportunities to promote the Dimensions Brand and to advance our Vision and Mission.

### Reporting/Data

- Working with colleagues across BD, report BD activity to Dimensions Group, in line with corporate process and policy, and as required by the Head of BD.
- Carry out market intelligence, competitor analysis and horizon scanning to identify opportunities for growth, product development, pricing strategies, guide prioritisation and decision-making processes.
- Provide information to other parts of Dimensions, particularly Operations and Marketing, on local, regional and national market trends.
- Contribute as required to product development.
- Maintain the contracts database, including both new and updates/amendments to existing contracts. Identify when contracts are at risk and those approaching retender, and implement plans to retain or exit contracts
- Measure the delivery of Social Value of contracts in the region

### Please note:

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role. In addition to the above you are expected to:

- Undertake other duties from time to time as required by your manager or Head of Department / Director.
- Maintain confidentiality in accordance with our data protection policy and procedure.
- Work on an agile basis between your home and the Company's offices and/or any other locations as is reasonably required.

### Person specification

Please use this in conjunction with the advertised requirements. The final column indicates how we will tell if you have provided evidence of the required criteria. Criteria considered from the

application form will be marked Shortlisting, those reviewed when we meet you will be marked Interview and those considered via assessment at interview will be marked Test.

<b>Qualifications</b>		
Educated to Degree standard	Desirable	Shortlisting
Relevant professional qualification	Desirable	Shortlisting
Full clean driving licence	Desirable	Shortlisting
A relevant managerial qualification	Desirable	Shortlisting
<b>Experience</b>		
Experience of working within social care	Desirable	Shortlisting/ Interview
Experience of developing and submitting winning bids for public sector services	Desirable	Shortlisting/ Interview
Experience of negotiating and developing effective partnership working relationships	Essential	Shortlisting/ Interview
Experience of managing and delivering projects on time and within budget	Essential	Shortlisting/ Interview
Experience of working effectively in partnership across departments in a large organisation	Essential	Shortlisting/ Interview
Experience of project management	Essential	Shortlisting/ Interview
Experience of directing sales-focused workforce, delivering to target	Desirable	Shortlisting/ Interview
Experience of working and delivering in a B2C marketplace	Desirable	Interview
<b>Skills</b>		
Able to network and build positive relations with customers and stakeholders	Essential	Shortlisting/ Interview

Able to work collaboratively and influence colleagues	Essential	Shortlisting/ Interview
Excellent verbal, written and presentational communication skills	Essential	Shortlisting/ Interview / Test
Good all round IT skills	Essential	Shortlisting
Able to critically evaluate and prioritise opportunities and workload	Essential	Interview/ Test
Able to problem solve and generate creative propositions and solutions	Essential	Interview
Strong financial skills	Essential	Interview
<b>Knowledge and understanding</b>		
Knowledge of social care commissioning and procurement systems and practices	Essential	Shortlisting/ Interview
Knowledge of the principles and practices on which social care services are run	Essential	Shortlisting/ Interview
Understanding of how to stimulate the market and pre-engage commissioners	Essential	Shortlisting/ Interview
Knowledge and understanding of TUPE and its impact upon bid processes	Desirable	Interview
Knowledge of approaches to costing and pricing and understanding of the construction of pricing models	Desirable	Interview
<b>Attributes</b>		
Sense of urgency / ability to work at a fast pace	Essential	Interview
Target / results driven	Essential	Interview
Can-do attitude and proven ability to motivate others	Essential	Interview
Ability and willingness to travel within the UK and stay overnight when required	Essential	Interview