**Head of Business Development**

**Job Description**

**Responsible to:** Chief Executive Officer

**Responsible for:** Age UK Bradford and District’s business development and central support functions including HR, IT and Finance.

**Salary:** £30,001

**Hours:** 37

**Purpose of the job:**

The Head of Business Development will lead on business growth and development strategy with key responsibility for business development, finance, human resources, IT and premises across the organisation enabling the charity to focus on the maintenance and development of services to people in later life. The post holder will work with external partners and linked providers and be responsible for all aspects of business development and central support and the development, implementation and delivery of strategies to develop these functions which will include the Charities retail and trading operations.

This is a senior role within the charity and will take responsibility for strategic development of the business and central support as agreed by the Board. The post holder will have wide ranging responsibilities for the performance and development of the team. The post offers significant opportunities for innovation, development and growth. The post holder will work with the Chief Executive Officer, as part of a Senior Leadership Team, to implement the strategic plans and overall management of Age UK Bradford & District.. The post holder will be required to represent the organisation at a senior level both internally and externally.

The post holder will require commercial, business and financial acumen as well as a sound knowledge of people and organisational development to ensure that current and future operations continue on a sustainable and viable basis and maintains and increases the resources available to the charity.

**Main Responsibilities**

1. **Financial Resource Management**
* Lead on the timely preparation of annual and long term budgets ensuring that they are realistic and balanced.
* Ensure the effective involvement of trustees, SMT and other budget holders in the preparation and monitoring of budgets
* Ensure the submission of timely, accurate and informative reports to the Board and the Finance Sub Committee by the Finance Manager.
* Identify and inform Trustees and SMT of the causes of significant variances
* Ensure the provision of on-going and timely budgetary information to relevant people and budget holders
* Ensure compliance with all financial procedures and processes
* Maintain a strategic financial plan that will indicate the trends and requirements of the strategic and other development plans that forecast future year budgets
* Identify with others opportunities to finance proposed activities
* Working with the Finance manager to seek and make use of specialist financial expertise
* Identify opportunities for the maximisation of income and present timely and costed business cases
* Arrange the annual auditing of accounts and ensure the provision of accurate records and information
* Review and monitor all contracts with external providers ensuring best value, efficiency and compliance
* Monitor, review and maintain all financial procedures and processes ensuring understanding and compliance across the charity
* Review and monitor internal ordering systems ensuring best value
1. **Management Information Systems and IT**
* Be responsible for the provision of IT support systems and processes for staff and volunteers identifying and liaising with external providers
* Ensure the production, review and maintenance of an IT strategy for the organisation that is aligned to the overall vision and strategy of the charity
* Lead on the introduction of new technology and systems ensuring staff and volunteers are appropriately consulted, informed and trained in the use of IT systems
* Establish systems to monitor and report on the use of technology.
* Ensure contingency plans are in place in the case of technology failure
1. **People and Organisational Development**
* Lead on the production of business and project plans ensuring that the people and organisational development needs of the Charity can deliver its vision and strategy
* Ensure effective policies and procedures are in place to meet statutory and good practice requirements and that these are reviewed regularly and that staff are aware of any changes
* Take responsibility for the process of induction and training of all staff and volunteers
* Ensure that training needs are identified and prioritised through appropriate training plans that identify individual and organisational needs
* Seek and make use of specialist expertise in relation to HR issues when required
* Ensure that systems are in place to respond effectively to grievance and disciplinary procedures and that staff are supported to investigate these appropriately
* Be responsible for identifying and maintaining appropriate quality marks
* Ensure the production and maintenance of a volunteer strategy that delivers the organisational requirements and ensures consistency in volunteer recruitment, training and induction and that staff are supported to maximise the potential of volunteers in their teams
* Coordinate in conjunction with the HR Officer the recruitment, training and induction of new staff
* Line Manage a team of manager’s/senior officers with specific responsibility for key functions in the Business Development and Support team.
1. **Facility and Property Management**
* Take the lead on all aspects relating to the management of facilities and property’s that the Charity operates from including identifying, negotiating leases and planning the take over of new premises.
* Manage the maintenance of all premises including the purchase and repair of all furniture and fittings
* Ensure the continuing availability of utilities, site services and equipment
* Monitor, assess and review contractual obligations for utilities and other services including those that are outsourced
* Ensure that all insurances are reviewed regularly and are kept up to date
1. **Health and Safety**

* As the Charity’s Health and Safety Coordinator and Fire Officer
* Ensure the planning of fire practices and alarm tests
* Ensure the maintenance of the Charity’s Health and Safety Policy ensuring that it is understood, communicated and complied with across the organisation
* Ensure effective systems are in place for effective monitoring, measuring and reporting of health and safety issues to the CEO and Trustee Board
* Maintain, review and monitor a risk register covering all aspects of the Charity’s operations including risks relating to projects and services.
* Work with the Finance Manager and others to ensure accurate annual budget planning and regular budget monitoring.
* Act as Secretary to the Trading Company, organising meetings, agenda’s and reports and take responsibility for the development and support of Directors in accordance with the charity’s requirements and Companies House regulations.
1. **Business Development**
* Lead all aspects of business development for the Charity as it relates to the development and management of the Trading Company, the Retail Team and corporate partnerships and sponsorship
* Take responsibility for the strategic direction of the Charity’s Retail and Trading activities to contribute to achieving the charities long term strategic goals, including producing, implementing and monitoring strategic and annual plans.
* Line manage the Retail and Trading teams to ensure maximum efficiency and support ensuring effective performance in relation to income targets and other objectives
* Identifying and leading on opportunities to develop the business including identifying and establishing new outlets and opportunities and producing business cases and project plans to deliver these effectively.
1. **Reporting**
* Responsible for ensuring all monitoring reports are accurate and submitted in a timely manner.
* Production of monthly management and other reports for internal senior management decision making and the Board of Trustee’s
* Act as Secretary to the Finance Committee, Trading Company, HR Committee and others as required. Ensure the preparation of agenda’s, servicing of the meetings and implementation of decisions arising from them.
1. **Representing the Organisation**

• Representing the organisation at external events and development forums as requested.

1. **Other responsibilities**

• Work collaboratively with other members of Age UK Bradford & District management team.

• Meet legislative and all relevant regulatory requirements

• Ensure the values of Age UK Bradford & District are upheld across the organisation

• Carry out duties in accordance with Age UK Bradford & District principles, policies and procedures

• Lead on the development and monitoring of quality assurance systems relating to Business Development and Support.

• Liaise with key partners as appropriate

• Attend meetings and training courses as required, including regular supervision meetings and annual appraisal with the CEO.

* Cover for colleagues as required.

• Undertake from time to time such other tasks as may be required including administrative duties in connection with the post

• Uphold and implement the policies and procedures of Age UK Bradford & District throughout all aspects of the work of the organisation

**HEAD OF BUSINESS DEVELOPMENT**

**Person Specification**

**Experience**

1. Minimum 3 years direct experience of strategically managing business development and central support functions

2. Successful strategic and business planning experience

3. Experience of budget management and control within an organisation

4. Experience of contractual performance management

5. Experience of handling and analysing large quantities of data

6. Experience of project planning and management

7. Evidence of successful collaborative working

8. Experience of motivating and leading staff and volunteers

9. Experience of working with and implementing safeguarding procedures

8. Relevant management qualification\*

**Skills**

1. Excellent communication skills, highly articulate verbally and in writing

2. Strong interpersonal, influencing and negotiating skills and experience

3. Well organised and capable of meeting deadlines

4. Innovative approach to planning and development

4. Workforce planning and development. Leadership to motivate a staff and volunteer workforce within a rapidly changing environment

5. Strong skills in finance and budget management

6. High level of accuracy and attention to detail

7. Computer literate including ability to use MS Office.

**Knowledge**

1. A working knowledge of facilities management

2. A working knowledge of Health and Safety legislation

3. A working knowledge of employment law and HR practices

4. A working knowledge of issues relating to working with volunteers

5. An understanding of procurement, contracts, risk assessment, health and safety and commercial Knowledge of the charity sector\*

6. Experience of working in diverse communities

**Personal Qualities**

1. Self-motivated

2. Well organised

3. Resourceful & able to think clearly under pressure

4. Shares Age UK Bradford & District ’s values and ethos, and committed to Age UK Bradford & District ’s vision

5. Assertive but empathetic. A good listener and non-defensive in approach

6. Self-directed. Willing to take responsibility and be held accountable