Job Title: **HEAD OF BUSINESS DEVELOPMENT & PERFORMANCE**

Salary: £50,000 - £60,000 per annum

Hours of Work: 37 hours per week

Report to: Chief Officer

Reports: Staff, Contractors & Resources

Location: Witton Lodge Community Association sites, Birmingham

Post Term: Permanent

Working Relationships

Internal	External
Board members	Service providers
Senior Managers	Strategic & delivery partners
Co-worker, staff, volunteers	Funders & Commissioners

1. Job Description

JOB PURPOSE

Lead business growth, revenue generation, fundraising and social enterprise development, building high-value partnerships to deliver the Association's strategic objectives.

Lead internal governance, risk and compliance, ensuring legal, regulatory and contractual requirements are met. Oversee the management information system and coordinate consistent reporting of performance and impact across all services and sites.

Oversee quality assurance and support services, embedding continuous improvement and maintaining externally accredited quality standards. Lead ICT/Digital transformation and manage infrastructure service contracts.

Deputise for the Chief Officer when required.

Key Tasks & Responsibilities

Strategy

- With senior management colleagues, support the CO with the development of the Association's strategy.
- Lead on translation of organisational strategy into operational business plans for relevant functions / departments, monitoring progress against targets.
- Attend Board meetings to present progress, deputise for the CO internally and externally, as required by the CO.
- Champion embedding our values across the Association.

Business Development

- Develop and implement a Business Development Strategy (incorporating social enterprise development, grant funding and contracted provision) which aligns with the Association's overall strategic objectives and growth plans.
- Identify and pursue opportunities to bid for contracts and commissioned services, overseeing tender preparation, submission and the transition of successful bids into delivery.
- Lead social enterprise development from opportunity assessment and business case preparation through to implementation, working with colleagues to ensure financial sustainability and community benefit.
- Lead the development and implementation of a Fundraising Strategy with ambitious income goals that underpin the Association's strategic goals and accelerates income growth in a sustainable manner.
- Explore ideas and, where appropriate, develop business cases for establishing social enterprises, joint ventures and wider partnerships (including with business and corporate partners) that deliver local outcomes and diversify / strengthen the Association's financial base.
- Engage and develop a network of resources / associates who can provide support to internal resources to write and deliver effective bids on behalf of the Association.
- Oversee the end-to-end management of complex bids, tenders, proposals, and contract negotiations including project managing the Association's submission of tenders and fundraising applications, allocating roles to colleagues, acting as project sponsor or manager as appropriate, and contributing to writing tenders and applications when necessary.
- Maintain an oversight of the 'income generation pipeline' - keeping track of tender and fundraising opportunities, the progress of each application, workload spikes and bottlenecks, clashes and deadlines, allocating work and adjusting workload to ensure that all deadlines are met with maximum efficiency.
- Contribute to the production of well-written and engaging promotional materials and presentations suitable for a wide range of potential audiences.
- Attend networking events and conferences, identify potential partners, source and generate leads, and funding opportunities and develop new and existing markets, keeping abreast of the marketplace and competition.
- Explore and, where appropriate, establish digital platforms as a basis for growth in community fundraising to establish a range of new income streams, for example, application of digital technology and use of Crowdfunding.

Relationship Management

- Develop and manage effective relationships with key stakeholders to support our service delivery and influence, as appropriate, on key strategic objectives.
- Represent and, where necessary, present on behalf of the Association at conferences, seminars and events.
- Work closely with Chief Officer, Head of Programmes and Partnerships, Head of Operations and other service managers to ensure data capture, CRM accuracy, and service delivery.

Management Information and Quality

- Maintain ownership of the Association's management information system.
- Lead the development and implementation of an Association-wide KPI framework and reporting systems - delivering financial and technical reporting and close-out processes.
- Ensure Association-wide consistency in terms of recording, monitoring (KPI's) and reporting processes, methodologies and reports.

- Using performance data identify gaps, opportunities for improvement and highlighting areas of non-compliance.
- Oversight of the maintenance and recertification of externally accredited quality systems.
- Ensure there is a regular audit plan in place to review effectiveness of quality systems and processes and to ensure they remain fit for purpose for the Association.
- Identify and support the achievement of other relevant externally accredited quality systems as appropriate.
- Ensure an effective system is in place for recording customer feedback, including compliments and complaints.

Internal governance, compliance and support services

- Lead and coordinate internal governance arrangements, supporting the Chief Officer and Board with timely assurance reports, policy reviews, decision records and follow-up of agreed actions.
- Coordinate compliance with applicable legal, regulatory and contractual requirements, maintaining oversight of risks, compliance obligations and corrective actions in collaboration with relevant managers.
- Oversee internal quality assurance and continuous improvement, ensuring policies, processes, audits and accredited quality systems support consistent and effective services.
- Oversee support services, including ICT/Digital transformation, working with operational managers and suppliers to improve systems, data security, digital capability and service continuity.
- Manage contracts for infrastructure services including ICT. Oversee service levels, supplier reviews, value for money, renewals, procurement and resolution of service issues, within agreed budgets and delegated authority.

People Management

- Create an inspiring and supportive workplace culture and model a fair and open management approach.
- Lead, inspire and manage direct reports in line with the Associations' values, policies and processes, so that they are motivated, flexible and collaborative in their approach, and are developing professionally.
- Ensure the effective performance management and development of direct reports through regular supervision sessions, appraisals and learning and development.

General

- Take responsibility and be accountable for delivering against assigned goals and support the Chief Officer, Senior managers and operational managers to embed a 'can do' culture and 'one team' approach across the Association.
- Champion equality, diversity and inclusion across the Association and abode by the Equality & Diversity Policy.
- Demonstrate active participation in all areas of the Association; meetings, appraisal, self-development and learning activities.
- Take reasonable care for the health and safety of yourself for other people who may be affected by your act or omissions.
- Undertake any other delegated duties or tasks commensurate with the responsibility and remit of the post.

2. PERSON SPECIFICATION

Method of Assessment: - Application Form (A), Interview (I), Test (T)

Qualifications	Method
Essential Level 5 management qualification or equivalent experience	A
Desirable Business development, quality qualification or equivalent experience	A

Experience	Method
Demonstrate experience of operating as part of a senior management team, supporting the development and business strategy and managing departments or multi-disciplinary teams.	A/I
Experience within a management role within a social sector organisation.	A/I
Effective experience of successfully developing and delivering income generation targets through a variety of income streams, including commercial bids/tender responses, institutional/statutory grants, trusts and foundations or social enterprises.	A/I
Successful track record of securing significant funds, negotiating funding/contract agreements and reporting project performance to funders and stakeholders.	A/1/T
Experience of planning and managing significant budgets, financial forecasting and reporting.	A/1/T
Developing and implementing appropriate Performance Management Frameworks – outcomes and financial performance monitoring and reporting to a range of internal and external stakeholders and funders.	A/1/T
Experience of overseeing quality assurance and continuous improvement, including internal audits and maintaining externally accredited quality systems.	A/I
Experience of managing risk and compliance, including assurance reporting and monitoring legal, regulatory and/or contractual obligations.	A/I
Track record of successfully supporting, motivating, mentoring and managing colleagues within HR processes.	A/I

Skills & Abilities	Method
Essential	
A strategic thinker with the ability to spot opportunities, grasp key ideas, generate solutions and operate with initiative, confident and drive.	I
A collaborative team player who builds on colleagues' knowledge and expertise to develop innovative ideas and improve existing services.	I
Proven ability in programme and project design, and the translation of complex ideas into fundable proposals.	I
An ability to prioritise and manage a diverse and demanding workload, meet deadlines and deal with unexpected changes including working extended hours if required.	I
Excellent communications and interpersonal skills, with the ability to speak authoritatively and persuasively to a variation of audiences and the ability to communicate complex issues in writing in an accessible and engaging manner.	I/T
Ability to lead, manage and motivate teams in a trusting and empowering manner.	I
A positive 'can do' attitude that will enthuse prospective and current stakeholders, colleagues and volunteers.	I
Excellent IT skills, including word processing, spreadsheets, email, web research, and presentations.	I/T
Highly numerate with the ability to develop and monitor budgets; analyse, interpret and communicate complex data and financial information.	I/T
Strong sense of ownership for quality of work, deliverables and service.	I
Commitment to the vision, mission and values of Witton Lodge Community Association.	I

Knowledge	Method
Essential	
Knowledge of the fundraising environment and of a range of techniques and disciplines appropriate to the Association's objectives.	I/T
A sound understanding of project management principles and experience in applying them, with the ability to manage multiple projects and stakeholders simultaneously.	I/T

duties but is intended to reflect a range of duties the post-holder will perform.

Other requirements:-

Witton Lodge is committed to rigorous safeguarding and safer recruitment practices. The successful candidate will be required to complete all pre-employment checks relevant to the role, including a DBS check at the level determined by the duties undertaken.

Witton Lodge Community Association operates a Quality Management System (QMS) certified to ISO 9001:2015. Staff are expected to develop and continually improve systems and processes and enhance customer satisfaction in line with our Quality Policy. In this role you will have particular responsibility for:-

- Ensuring quality and compliance requirements are understood, documented and fulfilled
- Supporting the setting, monitoring and review of organisational quality objectives
- Reviewing, measuring and continually improving the effectiveness of the QMS