

SECTION 1 : JOB DESCRIPTION

JOB TITLE : Business Development Manager
SERVICE AREA : Facilities Management (FM)
DIVISION :
GRADE : GR6 **NO OF POSTS :** One
ID REF : **DATE :** April 2022

1. PURPOSE OF JOB :

- 1.1 To co-ordinate and catalyse business development strategy, planning and activities across Acivico FM in collaboration with service areas ensuring that they secure new income streams and help retain existing income streams.
- 1.2 To advise the Strategic Leadership Team of potential strategies to capitalise from either existing or new and emerging trends and work streams.
- 1.3 To help guide and motivate Acivico staff to deliver the highest quality service to our customers in order to generate and secure organic growth opportunities.
- 1.4 To work flexibly and exhibit and endorse the vision and values and behavioural traits of the organisation.

2. KEY RESPONSIBILITIES :

- 2.1 **Customer Retention and Market/Opportunity Development :** Including Acivico Market Profile and New Service Solution/Product Development.

Duties and responsibilities may include any of those detailed below and may be varied according to the needs of the designated service area(s). They may also include other duties that are commensurate with the grade and nature of the post. There is an expectation that the post holder will develop in line with key 'strengths' to ensure flexible and integrated working across the organisation.

1. To lead and co-ordinate new business sales and marketing campaigns across Acivico FM.
2. To recommend and support an innovative, growth focused commercial strategy, underpinned by targeted market research, new/improved service introduction in relation to both existing and emerging markets.
3. To build and develop collaborative relationships with colleagues, key customers and business partners to contribute towards achieving Acivico's vision.
4. To maintain an awareness of external factors, including competitors, construction developments, government business initiatives, current and proposed legislation in relation to commercial activities, which impact the business. Communicating such information and any subsequent changes to the Managing Director and Senior Leadership Team.
5. To represent Acivico externally at networking events, conferences and exhibitions to enhance and strengthen the company's profile and optimise all business development opportunities.
6. To review and assess the potential to develop strategic partnerships with sector specialists.

7. Using market intelligence, champion and support new product or service development, from innovation through to successful implementation across each business function to enable it to become a core part of the business.

2.2 **Operational Performance :**

1. To inform and contribute to the preparation of annual service business plans.
2. To establish and manage key account plans.
3. To drive business development activities forward, instilling a culture of income generation at all levels in the organisation through leading a range of interventions including sales meetings and pipeline meetings and managing delivery against the agreed targets.
4. To develop and maintain a business development strategy and plan in collaboration with service areas, clearly identifying target sectors, clients and means of qualification.
5. To build and lead Bid Teams in the production of qualitative tender submissions and PQQ's and attend pre-qualification interviews.
6. To monitor potential enquiries through OJEU and ensure these are completed professionally.
7. Co-ordinate staff across Acivico FM in the management of pipeline leads and monitor and report on progress.
8. Secure new and retain existing income streams in line with Acivico's Business Development Strategy.
9. Work with and challenge service areas to ensure that all of Acivico's services are competitive in terms of price, delivery times and quality standards.
10. To help improve and develop Acivico's service delivery in terms of customer satisfaction, to be benchmarked against customer/client surveys.
11. To set up and manage customer panels to maintain positive relations with customers by providing a platform to feedback issues/outcomes and manage action plans to addressing matters arising.
12. To champion Acivico and its full range of services through networking and meeting prospective clients.
13. To speak positively and enthusiastically about Acivico and its services to ensure that a professional company and brand image is provided at all times to customers and colleagues.
14. To provide expert support to Acivico staff in response to pursuit of new business opportunities.
15. To ensure compliance with all statutory requirements, e.g., Health & Safety, etc., and the implementation of a positive Health & Safety culture that has ownership at all levels.
16. Observance of Acivico's Equal Opportunities policy.
17. Any other duties as commensurate with the post.

2.3 **Finance and Commercial (Contracts) Performance :**

1. To manage all FM business development activities within an agreed budget.
2. Contribute to the profitability, efficiency, continuous development and compliance of all client contracts/agreements.
3. Monitor business development activities and success rates.
4. Participate in the assessment of risks to the business of any new commercial opportunities.
5. To oversee the procurement of goods/services supplied to the organisation to ensure maximum efficiency and value for money.

6. Ensure the compliance of Business Support's systems with the Data Protection Act and Freedom of Information Act; record management; filing and muniments systems.
7. Comply with Acivico's agreed Quality Management System (QMS) in accordance with the ISO9001 Quality Accreditation and ISO14001 Accreditation, Standing Orders, Financial Regulations, Data Protection Act, Freedom of Information Act and relevant policy/legislation.

3. SUPERVISION REQUIRED :

Supervising Officer : Associate Director FM

***Level of Supervision :** 3

4. SUPERVISION GIVEN : (excluding those who are indirectly supervised, i.e., through others)

N/A

*Level of Supervision :

1. Regularly supervised with work checked by supervisor
2. Left to work within established guidelines subject to scrutiny by supervisor
3. Plan own work to ensure the meeting of defined objectives

5. SPECIAL CONDITIONS : None

SECTION 2 : PERSON SPECIFICATION

Method of Assessment : AF = Application Form; I= Interview; T = Test/Exercise; P = Presentation

	Essential	MoA
	<p>Experience :</p> <ol style="list-style-type: none"> 1. Extensive and proven track record in a business development role within a commercial environment covering professional and Hard FM services hitting or exceeding agreed income/profit targets 2. Experience of creating and managing positive customer relationships 3. Experience of building and maintain excellent customer service, marketing and communication programmes 4. Experience of developing and producing winning service propositions or proposals through informal and formal processes, e.g., OJEU 5. Experience of defining, developing and implementing new products, services, ideas, procedures or methods 6. Proven relationship management experience to deliver results in both a line and matrix capacity 7. An understanding of the political, economic and social environment in which Acivico's services are delivered 	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
	<p>Skills & Abilities :</p> <ol style="list-style-type: none"> 1. Ability to set out a clear vision for business development which can be understood and delivered at all levels of the organisation 2. Ability to develop business plans in line with market opportunities and deliver performance against this 3. Ability to plan and manage relationships with short, medium and long term customers to generate profitable revenue streams against agreed business targets 4. Ability to manage and present detailed information for a range of audiences, especially customers/potential customers, in a variety of formats, e.g., PQQ and presentations. Able to demonstrate skills in analytical thinking and problem solving. 5. A passion for service excellence and a tenacious approach in the pursuit of income generation 6. Ability to constructively support continuous service improvement utilising feedback from clients and tendering. 7. Ability to communicate and collaborate effectively at all levels and able to build partnerships with a wide range of stakeholders 8. Ability to utilise up to date knowledge of major issues affecting the industry and public sector to improve the effectiveness of the organisation 9. Demonstrate a commitment to customer services in the context of a diverse customer base, ensuring quality and productivity goals and standards are met 10. Ability to think and act on own initiative in a pressurised environment making difficult decisions and innovating to ensure the delivery of business objectives 	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>



11.	Ability to effectively manage bid programmes and projects to time, cost and agreed quality.
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AF/I

	Essential	MoA
12	Demonstrate an ability to achieve excellence through maximising people resources through effective performance management including managing talent and poor performance.	AF/I
13	It is essential that the suitable candidate has the requisite drive, enthusiasm, ambition to make an impact in a tough and competitive market	AF/I
1.	Training & Development : Evidence of continuous professional development and management training	AF/I
1.	Qualifications : Degree in appropriate business related subjects/discipline or equivalent experience	AF/I

SECTION 3 : STRENGTHS

In addition to the above requirements you will be asked to demonstrate strengths in support of Acivico's values. Strengths can be defined by the following characteristics :

- You do it well - Performance
- You feel good doing it - Energy
- You do it a lot - Use

Strengths vary between job roles and different levels but an overview of them, as required by Acivico, are described below.

Strength	Category Definition	MoA
Customer Service	People who demonstrate this strength act in the best interest of the customer, going the extra mile to provide best customer service.	AF/I
Credibility	People who demonstrate this strength instil confidence and trust in others through the quality of their knowledge and skills.	AF/I
Integrator	People who demonstrate this strength keep up to date with knowledge about the business to improve effectiveness of those around them.	AF/I
Collaborator	People who demonstrate this strength thrive in achieving the best results for the customer through effective teamwork.	AF/I
Adaptor	People who demonstrate this strength are good at juggling different resources according to current and changing needs and look for better ways of doing things.	AF/I
Resolver	People who demonstrate this strength relish solving complex problems with creative solutions and ensure issues are fully resolved and that the customer is happy.	AF/I
Improver	People who demonstrate this strength focus on how outcomes, products and processes can be improved and more efficient.	AF/I
Implementer	People who demonstrate this strength are pragmatic, focussing on solutions that are cost effective and efficient. They always have the customer in mind.	AF/I
Personal Responsibility	People who demonstrate this strength take ownership of their decisions and hold themselves personally accountable for what they have promised to deliver.	AF/I
Visionary	People who demonstrate this strength have a clear view of the future and what they have committed to achieve.	AF/I