

# Job Description

<b>Job Title</b>	Head of Business Development
<b>Department</b>	Senior Management Team
<b>Location</b>	Bathgate, travel as business needs require to Scotland and Group offices throughout UK.
<b>Reporting to</b>	Managing Director
<b>Line Manager to</b>	Business Development Managers; Senior BID Manager;
<b>Key Relationships</b>	Senior Management Team, Business Development Department, Customers, Clients, HR Department, H&S Department.

*The information given below is intended to provide an understanding and appreciation of the workload of the job and its role within Everwarm. The job description outlines the main purposes in general terms only and is not intended to be prescriptive.*

*You may be required to carry out other duties in order to commensurate with the post. This will not change the character or purpose of the post but will be necessary to maintain high standards of business practice.*

*This job description, through Business reasons, may be altered from time to time to meet the changing needs of the Company.*

## Overview of Role:

This role involves management accountability for the Business Development Department. It requires an experienced Business Development figurehead who can engage with people at all levels, nurture relationships and analyze and oversee the management of the business development area, including, but not limited to planning, coordinating, and controlling Business Development and Marketing activities at Everwarm to meet company targets for retention, growth, and profitability. The aim being to obtain the highest possible profitability through the production of the correct mix of opportunities, in line with the company's goals & capabilities. The individual will play a key part in the Senior Management Team at Everwarm, whilst always maintaining an efficient operation and maximising the job satisfaction of the employees and would look to progress to Business Development Director.

## Main Duties and Responsibilities:

- Discuss and create with the Managing Director, a Strategic Business Development plan and contact strategy to deal with the conditions of the marketplace in which the company trades & to meet the goals of the business, including any new niche markets for diversity.
- Work closely with the Managing Director and department heads, agree key actions required to deliver the strategy and communicate the implementation plan.
- To prepare & submit to the Managing Director the annual expenditure & capital budget for the department along with Sales forecasts relating to annual and long-term sales.
- To monitor continuously actual costs against budgeted costs & actual costs against actual sales.
- Maintain a strategic awareness of prevailing external market conditions which may have a direct impact on the future trading conditions of the business.
- Maintain an awareness of all current trends & trading conditions within the marketplace in which you trade, including competitors/work practices/client trading patterns/benchmarking etc.
- Ensuring the retention of current clients as well as liaising with potential business partners.

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- Involvement in entire business development process from initial enquiry to winning or projects/frameworks.
- Creation and maintenance of rigorous processes around identification of risk, both at bid and post contract stages.
- To oversee all specialist bid inputs from individuals across the organisation providing relevant bid information clearly setting out expectations and timeframes.
- To undertake bid reviews and evaluations after all bidding processes regardless of outcome in order to improve subsequent performance.
- To work closely with the Operations Director and Managers across departments on new contract mobilisation ensuring bid commitments and client expectations are understood in order to facilitate a smooth transfer into the business of new sites/contracts.
- To attend regular meetings with our clients/partners for each contract supporting the Operations Director/Head of Construction/Operations Managers across departments in feedback performance against agreed objectives.
- To work with the Heads of Departments on the implementation of allocated large-scale capital projects within our facilities putting in place appropriate relationships with project managers, operational staff and client teams. Where more than one project exists at any one time, the Business Development Director may be required to act as EMT lead on such projects.
- To fully participate in the strategic development and direction of the organisation and contributing to the bid and proposal processes of tendering.
- To identify new and innovative funding streams that could enhance the business either financially or by improving our social return on investment.
- To represent Everwarm as a consultant on occasions ensuring client objectives are achieved.
- Engage with stakeholders and making necessary amendments to procedures to ensure the business meets short- and long-term objectives.
- To provide advice and support to the bid team during the Tender Process.
- To ensure that the company policies and procedures for the business are followed.
- Regular reviews of contracts and contact with clients to ensure satisfactory working relationship.
- Regularly measure & review the sales performance in line with the Business Development plan, & the agreed targets, taking the appropriate action over any divergences.
- Responsible for regularly assessing, recommending, and recruitment for any changes in staff levels or procedures within the Business Development department.
- Responsible for all Marketing Services procedures and outputs
- Review the business with the Managing Director on a regular basis in order to keep on top of issues & achievement of the business goals.
- Provide leadership and support for the department, in order to establish & maintain the motivation levels, including the establishment of training requirements.
- Ensure that the department follows the set procedures for the business, including the utilisation & continual updating of all key administration/reporting systems & procedures
- Keeping the Managing Director informed of any significant issues that are likely to damage the company.
- Managing the customer feedback process and KPI's.
- To liaise with other key managers & Directors within the company in order to encourage & ensure a client focussed sales ethos throughout the company.
- Overseeing the bid process and submissions to the level required for successful bids.
- Production of department stats for the board meeting by the agreed dates for review by the Managing Director.
- Able to commute reliably to office base and to various sites throughout Scotland and Group offices within the UK.
- On occasion there may be the need to work outside of normal hours.

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## Person Specification: Head of Business Development

		Essential (E)/Desirable (D)
<b>A</b>	<b>Qualifications</b>	
	Educated to a degree level or equivalent	<b>D</b>
	A relevant higher professional qualification in a construction-related disciplinary	<b>D</b>
<b>B</b>	<b>Experience</b>	
	Experience of working within the construction/energy service industry	<b>E</b>
	Proven track record of generating new business and achieving revenue growth	<b>E</b>
	Experience of problem solving, organizational, customer service and staff management.	<b>E</b>
	Experience of working for or with community/local authorities	<b>E</b>
	Experience of contributing to business and organisational plans and strategy development	<b>E</b>
	Experience of major contract bidding activity	<b>E</b>
	Experience and success of producing related funding/grant applications	<b>E</b>
	Management of major capital schemes or complex projects.	<b>E</b>
	Experience of operating at a senior level within an organisation.	<b>E</b>
<b>C</b>	<b>Skills and Competencies</b>	
	Able to communicate with other members of the team, providing support, training and assistance as required.	<b>E</b>
	Confident and presentable, able to communicate with clarity and precision both verbally and in writing.	<b>E</b>
	Excellent face-to-face and telephone communicator	<b>E</b>
	An ability to feed into and translate into action the organisations business plan.	<b>E</b>
	To be able to input and translate responsibilities from the tendering process	<b>E</b>

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	<p>An ability to build and motivate a strong team of business development managers whilst ensuring full knowledge of the clients and frameworks.</p> <p>Excellent consultant skills, being able to rapidly assess a situation / problem and to develop appropriate solutions in a proactive manner</p> <p>Fit well into the team environment, demonstrating flexibility, energy, enthusiasm and a willingness to deliver results both internally and to the customer base.</p> <p>Will show self-management of assigned tasks, ensuring completion on time and to client satisfaction.</p> <p>Quickly become familiar with internal and customer systems and environment and be able to make a positive and significant contribution to Company performance within a short period of time.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>D</b>	<b>The Individual</b>	
	<p>Driven to high levels of accomplishment</p> <p>Commercially aware</p> <p>Efficient and effective time management skills</p> <p>Excellent organisational skills</p> <p>Excellent leadership skills</p> <p>Able to work flexibly with a high level of autonomy</p> <p>Self-driven, results-oriented with a positive outlook</p> <p>Clear focus on high quality and business profit</p> <p>Able to work well under pressure, to adapt quickly to changing priorities and to maintain focus on key tasks during busy periods</p> <p>Natural forward planner</p> <p>Critically assesses own performance.</p> <p>Credible, and comfortable in dealing with senior company executives</p> <p>Reliable, tolerant, and determined</p> <p>Empathic communicator, able to see things from the other person's point of view</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

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.	Well-presented and businesslike.	E
	Keen for new experience, responsibility and accountability.	E
	Able to get on with others and be a team-player.	E
	Confident & Self Assured.	E

## Additional Requirements:

- Enhanced Disclosure Check
- Full Clean Driving License

## What We Offer

- Competitive Salary
- Employer contributed pension scheme
- Employee Assistance Programme with 24 hours telephone and online access
- Company van/car allowance (10% of basic salary) with fuel card
- Performance-related bonus
- Private Health Care
- 32 days annual leave (Inc. statutory bank holidays and Christmas and New Year Closure!)
- Generous sick leave
- Sureserve Group Academy programme that acknowledges the success of our trainees and apprentices
- Sureserve Group Legends scheme, with a reward for the ultimate legend!
- Employee engagement events to bring together colleagues and families e.g. Everwarm Family Fun Day, Summer BBQ, Christmas Night out!
- Access to Flexible Benefits Scheme (including buy/sell holidays, discount to retailers, bike to work scheme, Healthshield care plan, and many more).
- Work for PLC Company with option to join share save scheme.