



Business Development Officer

(Salary as advertised)

St James's Park, London

37.5 hours per week

Permanent

1. Main purpose of the role

The post holder will be responsible for supporting the research and preparation of tender submissions for new business. They will also support the team in model and product development, through engagement with staff and service users within WDP as well as maintaining current knowledge of best practice within the sector. Flexible, analytical, team-focussed and self-starting, the BDO will have experience of conducting research and will be an accomplished writer.

The BDO will work closely with the team and wider WDP staff to:

- ▶ Assist with the production of business proposals, tenders and statutory sector grant applications and documentation
- ▶ Assist with the completion of PQQ documentation
- ▶ Support the electronic upload of tender applications and hard copy submissions
- ▶ Source and analyse potential business opportunities in line with current strategy and service user need
- ▶ Conduct research on existing or new business areas and devise reports to assist with organisational decision making
- ▶ Engage with service users to devise and develop innovative service delivery models
- ▶ Liaise with external agencies
- ▶ Ensure successful implementation of contracts won by the team

2. Reporting and working relationships

Reporting relationships:

- ▶ **Reports to Business Development Manager**



Working relationships:



3. Role-specific responsibilities

Research work on tenders

3.1	Undertake desktop research on new counties/cities/London boroughs in which WDP is bidding
3.2	Conducting in-person research in target areas, including stakeholder engagement
3.3	Preparing written reports on research conducted and making recommendations to BD team on how to proceed with modelling and tender writing

3.4	Conducting in-service research with staff and service users in existing WDP services which are being re-tendered
3.6	Foster excellent professional and collaborative relationships with all external and internal stakeholders and customers
3.9	Demonstrate a willingness to work flexibly and to undertake any other tasks or responsibility that may be appropriate or required.
<u>Written work on tenders</u>	
3.10	Work with Bid Writer to produce draft tender responses
3.11	Adopt a continuous self-improvement approach to writing
3.12	Provide proof-reading function, as well as editing written responses into word count
<u>Wider research, engagement and strategy</u>	
3.14	Undertake research on competitors, substance misuse initiatives or parallel sectors to assist strategic direction of WDP
3.15	Take a leading team role in staying up to date with developments in substance misuse best practice and helping the team to acknowledge these in tender responses
3.16	<p>General accountabilities</p> <ul style="list-style-type: none"> ▶ To be an active and positive member of the team ▶ To participate constructively and positively in staff and other meetings to promote and support communication channels within the organisation ▶ To comply with WDP's policies and procedures ▶ To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable. ▶ To comply with Infection Prevention and Control policies ▶ To observe professional integrity in relationships with all stakeholders ▶ To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures.
4. WDP's commitment to you	
<i>WDP works within the following framework and requires all employees to do the same.</i>	
4.1	<p><u>Equal Opportunities</u></p> <p>WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.</p>

4.2	<p><u>Recovery</u></p> <p>WDP is a recovery focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.</p>
4.3	<p><u>Career Development and Progression</u></p> <p>At WDP we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.</p>
4.4	<p><u>Safeguarding</u></p> <p>WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.</p>
4.5	<p><u>Care Quality Commission (CQC)</u></p> <p>Many of WDP's services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. CQC represents the minimum standard we expect for all of our services. We therefore work with all of our staff to make sure that every WDP service/department provides people with safe, effective, compassionate, high quality care and we encourage our services to learn and improve.</p>
<p>5. Your commitment to WDP's values</p>	
5.1	<p><u>Entrepreneurial</u></p> <p>You will be driven by growing the company. You will have a competitive spirit that transfers to making sure that WDP is writing the best bids in the substance misuse sector. You will also be an innovator, contributing new and exciting ideas to help WDP grow</p>
5.2	<p><u>In partnership</u></p> <p>You will be an outstanding communicator within the team, within WDP and with external partners to ensure that WDP is delivering the best possible tender offers. You will also work to find new partnerships that can better us.</p>
5.3	<p><u>Strong belief in Service Users</u></p> <p>You will believe in the capacity of all our Service Users for recovery and positive life changes. Your ambition for what they can achieve will be reflected in punchy, ambitious written responses for bids.</p>
5.4	<p><u>Community focussed</u></p> <p>You will want to be part of a company that serves the community it works in. You will want to grow WDP's services because you believe that our offer will bring the most to the communities we serve. Your ideas and contributions will ensure that we improve local areas and improve residents' lives.</p>

The above is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of WDP.

Person specification		E/D	Measured by
<p>Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E).</p> <p>Please note - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.</p>			
1.	Education, knowledge and experience		
1.1	Accomplished writing style, with ability to write to multiple audiences, presenting information succinctly.	E	A/I
1.2	Broad understanding of current public sector / substance misuse commissioning trends	E	A/I
1.3	Experience of developing grant applications and tender submissions.	D	A/I
1.4	Demonstrable knowledge of project management processes	D	A/I
1.5	Experience and/or knowledge of statutory sector contracting and commissioning.	D	A/I
1.6	Educated to relevant degree level or equivalent.	D	A/I
1.7	Experience of working in drug and alcohol support services or other related health and social care organisations.	D	A/I
2.	Abilities and skills		
2.1	High-level interpersonal and presentation skills	E	A/I
2.2	High competence in MS Word, Excel, Outlook, and PowerPoint.	E	A/I
2.3	High-level planning, project management and co-ordination skills.	E	A/I
2.6	Ability to analyse and synthesise complex data and information and to present this in a compelling way to non-technical audiences.	E	A/I
2.7	Ability to work under pressure and to short deadlines.	E	A/I

2.8	Ability to work collaboratively with colleagues employing high-level team working and liaison skills.	E	A/I
2.9	An appreciation of the complexities of meeting the needs of a diverse range of stakeholders.	D	A/I
2.10	A commitment to anti-discriminatory practices and to the aims and ethos of WDP.	E	A/I
3.	Working within WDP's framework of commitments to employees		
3.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A/I
3.2	An understanding of and commitment to safeguarding best practice.	E	A/I
3.3	An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.	E	A/I
3.4	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. colleagues and service users).	E	A/I
3.5	An understanding of and commitment to treating all information acquired through the course of your employment as confidential.	E	A/I
3.6	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I
3.7	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills and to contribute to and where relevant oversee the learning of others.	E	A/I
4.	Equality, diversity, vision, mission and values		
4.1	An empathy for and understanding of our mission, vision and values.	E	A/I
4.2	Commitment to equal opportunities and overcoming barriers to diversity and equality.	E	A/I
4.3	Experience of working with people from a range of social, cultural and ethnic backgrounds.	E	A/I
4.4	Experience and commitment to supporting and working within diversity awareness environments.	E	A/I
5.	Circumstances		

5.1	Able to travel as required for the role and attend meetings and other activities outside office hours	E	A/I		
5.2	A flexible approach to workload.	E	A/I		
			Authors		
	Version number	Date	Initials	Initials	Initials
	1.0	December 2015	MN		
	2.0	July 2016	GH		
	3.0	March 2018	GH		