

BUSINESS DEVELOPMENT MANAGER

Job title: Business Development Manager

Place of work: Liverpool City Centre (with regular travel required across the Liverpool City Region)

Hours of Work: 37.5 per week to be worked flexibly to meet the requirements of Capacity: The Public Services Lab

Salary: £40,000 – £45,000

Reports to: Chief Executive

Effective from: Immediate

Level of Criminal Records Bureau Disclosure: Enhanced DBS

About the Job

Capacity: The Public Services Lab wishes to appoint an experienced Business Development Manager to provide business advisory and mentoring support to voluntary, community and social enterprises (VCSEs) in order to enhance their knowledge, ability to win contracts and deliver services successfully. The successful candidate will have a strong track record of securing income, supporting the mobilisation of contracts and helping organisations to become more sustainable.

The Business Development Manager will operate across the Liverpool City region identifying organisations to put through Capacity's accelerator programme to ensure they are contract ready. Organisations will include both those with a clear contracting opportunity and those that require early stage contract readiness support.

About the Organisation

Capacity: The Public Services Lab is an exciting collaboration between Catch22, Interserve, Big Society Capital and Clubfinance. The idea of the lab is to create a space through which public services can be re-imagined. The new economics make it clear that business as usual is no longer possible and that public bodies will need to think very differently about how they ensure the delivery of high quality public services.

Over the last 30 years, people-facing public services have become increasingly bureaucratic, hard to access, and removed from the communities they are designed to serve. This has contributed to stubbornly poor outcomes, driving spiralling costs as service users continue to develop more acute needs that could have been prevented. With conditions in many of our communities worsening, and demand for services soaring there is a need for fundamental improvement.

Solving this requires more human, user-focused services that are better able to deliver end outcomes. We believe that the voluntary and community sector can help to drive this improvement with preventative and personalised interventions along with vibrancy, innovation, relationships, social purpose, volunteers and access to communities. It is equally vital that this is done in collaboration with commissioners for services designed around achieving outcomes.

Main duties and accountabilities

Main duties include:

1. Proactively identify organisations suitable to receive support from Capacity's Incubator or Accelerator Programme;
2. Advise VCSEs on all aspects of business development including business planning, raising finance, becoming contract ready (including bid writing), market feasibility, governance, operational management and financial viability;
3. Lead Contract Bidding Processes on behalf of VCSE organisations;
4. Work with each VCSE to find and translate information, understand problems, identify solutions, implement action plans and review and reflect on outcomes;
5. Keep up to date and accurate records of all contacts with VCSEs; monitor progress and report monthly to Senior Management Team;
6. Directly manage associates and mentors who provide support to VCSE organisations.

Organisational accountabilities

Capacity's vision is a culture of collaboration, where commissioners, investors, companies and not-for-profit groups work together to achieve more with less and instigate significant change – creating solutions to achieve the very best results and the most sustainable value, across all of our public services. Through this we want everybody to have a good place to live, a purpose and good people around them to offer support.

To support this vision, you will be expected whilst working within Capacity: The Public Services Lab to be:

- Motivated to achieve success and inspire others to do so in a positive manner.
- Take strategic action to resolve situations and learn from challenging experiences.
- Work collaboratively in order to ensure that Capacity's strategic direction core values and strategic objectives are achieved.
- To make sure that you read, are familiar with, and follow all Capacity policies and procedures.
- To uphold the Capacity equal opportunities policies and practices in carrying out your main responsibilities.
- To undertake any other duties which, can be reasonably expected of you within the level of your job.

