

## JOB DESCRIPTION

<b>Job title</b>	<b>Business Development Officer</b>
<b>Responsible to</b>	<b>Chief Operating Officer</b>
<b>Location</b>	<b>Guildford</b>
<b>Salary</b>	<b>£26,000 (FTE pro rata for part time 22.5 hours per wk)</b>

### Healthwatch Surrey

Healthwatch Surrey is an independent organisation that gives people in Surrey a voice to improve and shape health and care services, whilst also enabling them to get the most out of them through our information, advice and advocacy services.

Our mission is to improve health and social care services and outcomes for people in Surrey.

We do this by being an independent watchdog, ensuring that the voices of people in Surrey reach the decision makers in health and social care.

### Main purpose of the role

This is a key commercial role, essential to the future success and sustainability of Healthwatch Surrey. The main purpose of the role is to take a lead role in identifying new business opportunities in line with Healthwatch Surrey's established strategy. We want to build on our established reputation as an independent consumer champion to find more business which puts people at the heart of the services they receive, and ensures their voices are heard. You will identify potential sources of income, develop proposals, pitch and win business and then help coordinate the delivery of those projects for clients and manage relationships.

### Responsibilities and duties

1. To support the COO in the development and implementation of the new business strategy, understanding the mission and vision of Healthwatch Surrey and how new business aligns with both this and the core Healthwatch contract.
2. Be innovative in the approach to new business looking for new leads and ways to expand the business beyond the current portfolio.
3. Creatively look at how we develop our offer and USP, 'package' our portfolio successfully for new business and sell into prospective clients.
4. Build and maintain excellent relationships with potential and existing clients, be the first point of contact for incoming prospects.
5. Analyse our current and past financial data to make recommendations on how Healthwatch Surrey can best run future profitable projects.

6. Perform market research to identify new opportunities and engage with our team and Board to establish strategies for pursuing those new opportunities.
7. Explore the full range of funding opportunities, relevant databases and portals, criteria for applications etc. in order to identify opportunities and lead the bid writing/proposals/pitches for these opportunities.
8. Develop an understanding of how other local Healthwatch develop new business and build relationships.
9. Encourage staff and volunteer team to look out for new business opportunities and coordinate and follow up on any leads.
10. Prepare and monitor project budgets to ensure that we remain on track to deliver projects within budget.

### **Conditions**

Carry out other such duties as may be required by the Chief Executive which are consistent with the duties and responsibilities of the post. The other conditions of service and other current procedural agreements will be enclosed with the post-holders Contract of Employment.

## PERSON SPECIFICATION – BUSINESS DEVELOPMENT OFFICER

Essential/ Highly Desirable/Desirable

*Person specification (E = essential, HD = highly desirable, D = desirable)*

### *Knowledge/Experience*

Educated to degree level	E
Proven business development skills	E
Experience of writing tenders/bids	E
Experience of developing and costing proposals	E
Experience of pitching to clients	E
Experience of developing and maintaining excellent client relationships	E
Track record of winning new business	E
Knowledge of health and social care services in Surrey	HD
Experience of delivering projects to time and to budget	HD

### *Skills and Abilities*

Good Teamworker	E
Excellent attention to detail	E
Problem solving	E
Ability to present in meetings	E
Ability to identify and follow up on new business prospects	E
Ability to work under pressure and to tight deadlines	E
Desire to improve services based on feedback from service users and the public	E
Active interest in health and social care issues	HD

### *Personal Qualities*

Good business acumen	E
Self-motivated	E
Enjoys working as part of a team	E
Flexible	E
Outgoing, persuasive and enthusiastic	E

### *Values*

Adaptable	E
Tenacious	E
Creative	E
Commitment to equality and diversity	E

**In possession of valid UK driver's licence and able to travel within Surrey using own vehicle.**

**Able to work from home as required.**