



Head of Business Development National Projects

Job Description

Department: Caring Services; Business Development

Location: Hybrid Home working based anywhere, but with travel to head office in London.

Reports to: Director of Business Development

Accountable to: Director of Business Development

Salary: £55 - £65,000+ per annum

Grade: G

Job Purpose/Summary

- To provide commercial expertise, analysis and insight to shape and influence the growth and sustainability of Place based palliative and end of life care as part of the Business Development Senior Leadership Team
- To lead and manage all stages of business development and management, from capturing intelligence through to developing and delivering successful proposals/tenders and lifecycle contract management.
- To manage the Business Development function in the Midlands and East of England as part of the Place Senior Leadership Team, providing support to these places as part of a UK wide Business Development Leadership Team.
- To contribute directly to the growth of Marie Curie services through market specialism in a priority growth area for the charity such as and not limited to urgent care and community care segments of Palliative and End of Life Care.

The Head of BD for National projects will support:

- A Business Development Executive, Business Development Manager and Analyst
- Securing and growing our portfolio of multi-place and national contracts
- Strategy development and execution
- The development of emerging and new service innovations
- CRM development and implementation
- Proposal/tender process development and roll out
- The commissioning of training e.g. tender development, conceptual selling
- Corporate report writing

Key Relationships

Internal

- Business Development team members
- Medical Directors
- Associate Directors of Service and Strategic Partnerships (ADs)
- Head of Operations
- Head of Quality
- Finance Business Partner
- HR Business Partner
- Associate Directors/Heads/Managers of Policy
- Fundraising Managers
- Legal
- Digital
- Communications and Marketing
- Community and Engagement Development Managers
- Compliance
- Business Intelligence Team

- Transforming Care Delivery Team

External

- Health Board/Integrated Care System
- Directors/Heads of Finance
- Directors/Heads of Contracting and Procurement
- Directors of Strategic Commissioning
- Palliative and End of Life Care Directors/Heads/Leads/Commissioning Leads
- Equivalents at partner organisations
- Voluntary and Community Sector Partners
- Independent Hospices
- NHS organisations, e.g. Trusts

Accountabilities (Duties & Responsibilities)

To act as a lead within the Business Development (BD) Team on the following key functions:

- Proactively develop new and existing business with customers across the lifecycle of lead, prospect, proposal/tender through to contract management
- Focal point for engagement with Associate Directors of Service & Strategic Partnerships (ADs) and other key stakeholders, ensuring joined up work programmes between commercial and operational parts of the business
- Motivates, leads and stretches team of Business Development Managers and Executives, recruiting new staff where necessary
- Supervise, motivate, mentor and stretch the team of Business Development Managers, ensuring their professional development and that their workloads are managed.
- Use and embed updated project management methodologies and lead on the roll out of new processes and project management tools.
- Develops risk mitigation strategy, working with internal operational and support services to implement actions and overcome challenges.
- Develops partnerships alongside ADs with national/local organisations to facilitate business opportunities and market Marie Curie products and services.
- Develop and maintain good relationships with existing and new partners and key stakeholders up to senior management level in order to generate business opportunities.

Intelligence Capture

- Market intelligence and insight, developing strategy to achieve Marie Curie growth, contributing to Business Development and Place-based Business Planning and execution
- Lead/coordinate the capture of quantitative and qualitative data to inform current and future service delivery, proposal and tender qualification/pursuit decisions as well as proposals and tenders themselves
- Customer/commissioner, partner and competitor intelligence and analyses to inform threats and opportunities

Proposal Development

- Project lead / management support for high value / high risk and strategic proposals, working with Caring Services colleagues and support services to create the 'proposal/bid team', quality assuring the submission of proposals
- Is responsible for the safe custody and use of personal information that may be received through tender documents (i.e. TUPE) and other information that is sensitive to the commercial interests of Marie Curie
- Lead on proposal development process, bid/no bid and qualify out decisions, formulation of bid strategy leading to successful bids

- Provides management oversight, supervision and challenge on high value, high risk, high priority proposals for both new and existing services/projects; uses feedback and learning from successful and unsuccessful proposals both developed in own team and in other places to improve bid quality and tender success rates.
- Provides challenge and quality assurance to the proposal management, risk assessment/mitigation and proposal development process.
- Implements robust systems to monitor and quality assure proposal management based on agreed standards.
- Accountable for timeliness of team's proposals / tender submissions, identifies internal and external good practice re tendering and bid implementation and share effectively across BD and operations.
- Lead on the preparation of and play an integral role in the delivery of presentations, negotiations and dialogue with commissioners.
- Represent Marie Curie at internal and external meetings/events, leading on proposal presentations, negotiations and competitive dialogue.
- Lead and play an integral role in contractual and pricing negotiations
- Support the mobilisation of successful business/service proposals and projects

Lifecycle Contract Management

- Deliver regularly updated management information to place-based leadership teams including financial analysis.
- Support Place based Caring Services teams to plan and implement service development
- Deep knowledge and insight into current developments, policy changes and competitor activity, looking for ways to use this knowledge to innovate in service delivery and provide challenge to existing ways of working.
- Assist in the process of promoting Marie Curie as the leading provider of palliative care services.
- Provide leadership for business and commercial aspects of lifecycle management, ensuring contractual and legal obligations are met

General

In addition to the specific duties and responsibilities outlined in this job description, all Marie Curie employees should be aware of their specific responsibilities towards the following:

- Marie Curie is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role whilst working at Marie Curie.
- Marie Curie operates a no-smoking policy. The post holder should either be a non-smoker or be prepared not to smoke in **any** Charity premises, grounds or vehicles or when on Marie Curie business outside the office.
- Adhere to all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety.
- Adhere to all information governance, privacy and security policies, standards, guidelines and procedures; practise and promote secure behaviours
- Adhere to all Marie Curie policies and procedures at all times
- Actively promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering to Marie Curie policies on safeguarding
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity.
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.
- For designated roles, the post holder will be responsible for health & safety, information governance, business continuity planning and/or risk management. (These responsibilities will be notified on appointment).

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

Person Specification

Criteria	Essential	Desirable
<p>Skills/ Abilities</p>	<p>Provide / receive highly complex, sensitive information providing analysis and develop a range of solution options for discussion with teams / stakeholders.</p> <p>Ability to create, manage and lead high performing teams using a person-centred approach and creation of a positive learning culture.</p> <p>Negotiate with senior stakeholders on difficult and controversial issues</p> <p>Present complex and sensitive information to large and influential groups internally and externally.</p> <p>Problem solving skills and ability to respond to sudden unexpected demands</p> <p>Excel in the analysis of complex facts and situations to develop a range of options</p> <p>Proficiency in horizon scanning to anticipate and resolve problems before they arise</p> <p>Expert ability to prioritise own work effectively, and be able to direct the activities of others</p> <p>Highly capable autonomous decision maker for difficult issues when required</p> <p>Excellent negotiator, with the ability to identify and influence key decision makers.</p> <p>Undertake risk assessment of proposals, including contracts and implement mitigation strategies.</p>	
<p>Knowledge</p>	<p>Working knowledge of Microsoft Office.</p> <p>Up to date knowledge of service delivery and understanding of current end of life care landscape.</p> <p>Understanding of public engagement and co-design theory.</p>	<p>Project management qualification and or experience</p> <p>Knowledge of Lean methodologies</p>

	Knowledge of service improvement tools and techniques	
Qualifications, training and education	Educated to degree level or equivalent experience of working at a senior level in Health and Social care in the Private, Public or Voluntary sector	MBA or postgraduate management and/or leadership qualifications
Experience	<p>Extensive experience in Business Development in health, social care or related markets,</p> <p>Experience of delivering growth strategies.</p> <p>Leading new business presentations to internal/external audiences.</p> <p>Working in health care /social care market.</p> <p>Influencing at a senior level.</p> <p>Line management, including professional development of line reports.</p> <p>Use of Docu Sign / contract management or Sales Force / CRMs</p> <p>Experience of managing budgets and financial performance at a senior level</p> <p>Experience of researching best practice, interpreting its relevance and processes/ practices which could be implemented successfully to achieve system reform</p> <p>Experience of using patients and public in-service development</p> <p>Experience of building and supporting the management of budgets.</p> <p>Experience of planning over short, medium and long-term timeframes, adjusting plans and resources accordingly</p> <p>Experience of managing and motivating a high performing team and reviewing performance of individuals using a person-centred approach.</p>	Experience in Palliative and End of Life Care
Personal qualities, values and behaviours	<p>Awareness of, and commitment to the Marie Curie's North Star, Strategic Goals and Drivers.</p> <p>Demonstrate commitment to the improvement of quality and and the promotion of high standards of care</p> <p>Values diversity and difference operates with integrity and openness.</p> <p>High level of work organisation, self-motivation and drive for performance.</p>	

	<p>Builds and maintains constructive relationships based on shared understanding of issues with colleagues, partners and stakeholders.</p> <p>Passionate, positive and enthusiastic about delivering the best for patients and their carers and families.</p> <p>Able to demonstrate openness and honesty when things go wrong to facilitate an open learning culture</p> <p>Demonstrates understanding and ability to consistently and fairly apply policy and procedure in a person-centred way when dealing with people.</p> <p>Can demonstrate self-awareness and resilience particularly when under pressure or dealing with difficult situations.</p>	
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Marie Curie recognises the provisions within the Equality Act 2010, reasonable adjustments to these criteria will be considered where appropriate.

Our Strategy



Marie Curie Strategy 2022-2023

Our North Star

This is our forever purpose, the long-term aspiration we're always working towards

Everyone will be affected by dying, death and bereavement and deserves the best possible experience, reflecting what's most important to them. Marie Curie will lead in end of life experience to make this happen.

Our Values

How we work together to deliver our North Star

Always compassionate



Making things happen



People at our heart



Leading in our field



Our Strategic Drivers

The focus areas that underpin all our work and move us in the right direction over the next three years (2022-2025)

Innovation in the delivery of high impact services



Thought leadership



Flexibility, efficiency, and agility



Social inclusion



Our Strategic Goals

What we're working towards right now to achieve our Strategic Drivers and deliver our North Star (reviewed annually)

Goal 1

Build operational and financial resilience

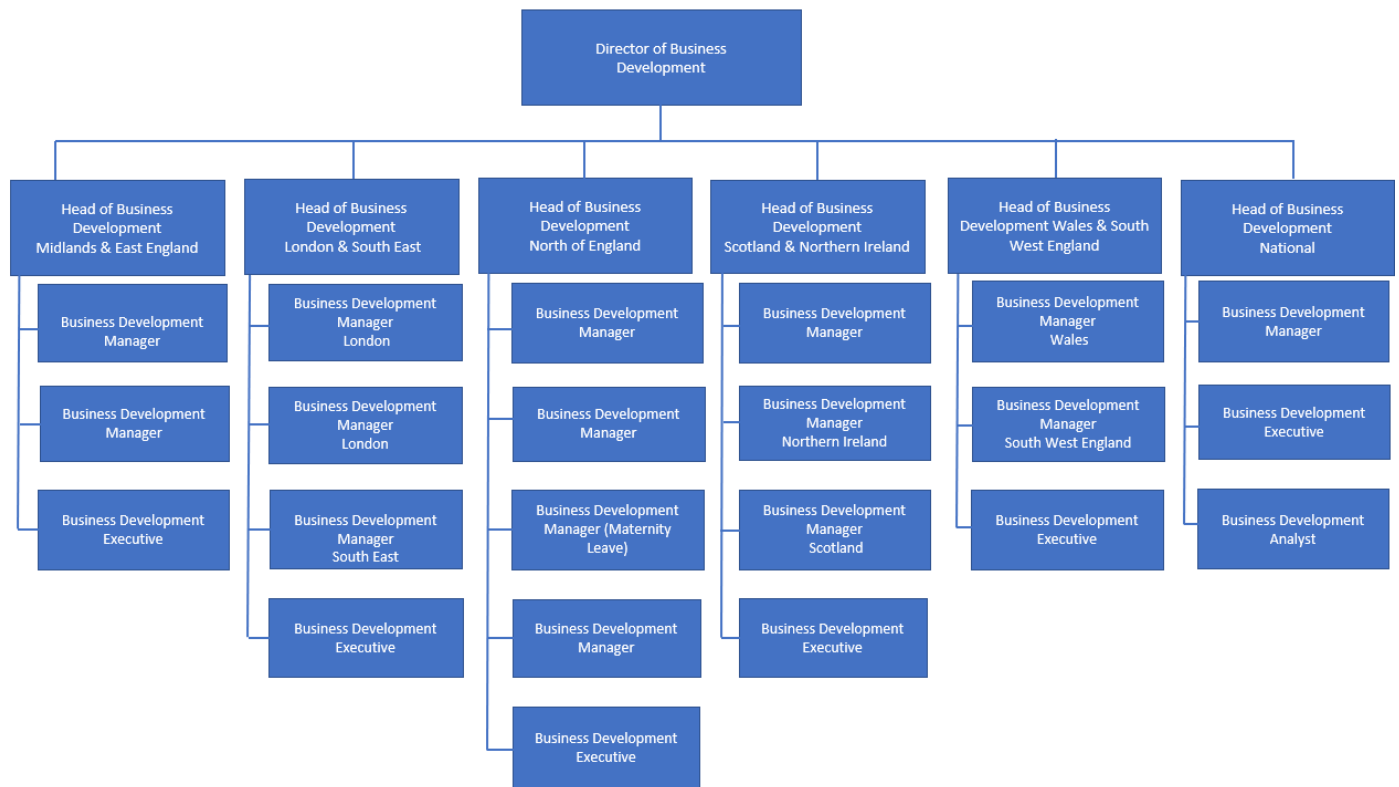
Goal 2

Deliver vital care and support

Goal 3

Grow our influence, scale and impact

Business Development Staffing Structure



Benefits

- Continued access to NHS Pension Scheme (subject to eligibility)
- Marie Curie Group Personal Pension Scheme
- Season ticket loan
- Loan schemes for bikes; computers and satellite navigation systems
- Continuous development
- Industry leading training programmes
- Employee Assistance Programme
- Flexible Working

Timetable

Closing date: Monday 19th September

1st interview with Marie Curie: Week commencing 26th September

How to Apply

Please send a copy of your CV and a cover letter to Suzie Spooner at suzie@aawpartnership.com.