

## Business Development Support Officer

<b>Job Level</b>	Level 2b	<b>Job Reference No:</b>	
		<b>Role review date:</b>	December 2023
<b>Directorate</b>	UK Operations	<b>Function</b>	Health & Local Crisis Response
<b>Service</b>	Health	<b>Reports to:</b>	Business Development Manager

### Scale and scope of role

<b>Direct reports</b>	0	<b>Indirect reports</b>	0
<b>Budgetary responsibility / accountability</b>	None	<b>Accountability for other resources</b>	As agreed with BDM and Area/ Nation director

### Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis. We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

### Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

### Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

### Purpose of the role

The Business Development Support Officer (BDSO) will play a key role in supporting the Business Development Manager (BDM) to significantly expand the growth of British Red Cross delivered health and social care services, both in numbers of people supported and income.

The BDSO will manage the flow of contract paperwork, ensuring the business case processes are followed, audit trails are correct, and the contracts management database is up to date. They will support the BDM in desktop research and stakeholder engagement tracking.

## Key responsibilities

### Contract management support

- Provide administrative support to the contract renewal/renegotiation process and ensure there is clear document control and compliance with internal processes.
- Ensure all associated documents are in place, well organised and accessible for audit.

### Sales and business development support

- Update the stakeholder map as required by the BDM.
- Ensure all relevant contract documentation is verified, up to date and in place (including on the contract management system)
- Support the maintenance of the sales pipeline for the Region/Devolved Nation by ensuring that decisions and actions are documented.
- Ensure IT systems, including contract/relationship management system and finance systems are used effectively, maintaining confidentiality where appropriate
- Act as the day-to-day contact point for business enquiries related to health services in the absence of the Business Development Manager.

### Reporting

- Use BRC systems to store stakeholder details, engagement plans, pipelines, etc. in an accessible way. Maintain comprehensive records of contacts with stakeholders.
- Provide support to the BDM to enable the provision of regular reports of business development activity in a format and at a frequency agreed with the Director for the Region/Devolved Nation and with product specialists.

### Collaboration

- Participate in the national Business Development network, working with the BDM in providing mutual support and sharing of best practice.
- Play a supportive role in the annual planning process for the Region/Devolved Nation.

### Team Member

- Actively participates in all team meetings.
- Supports other team members
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic)

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

## Pre-engagement checks

**Criminal Records**

Type of criminal record checks required for this role

<b>England and Wales – Disclosure and Barring Service (DBS)</b>
• None
<b>Scotland</b>
• None
<b>Northern Ireland</b>
• None

**Drivers Check - Required – Yes**

## Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
Knowledge and Skills	S	I	A
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>- Organisational skills – planning and managing own workload to meet deadlines</li> <li>- Time management skills – responding to and prioritising a range of competing demands</li> <li>- IT literate. Experience of using Microsoft 365 applications including Outlook, Excel, Powerpoint, Word and Teams as well as using online management systems.</li> <li>- Attention to detail</li> <li>- Excellent communication skills both written and oral</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>- Working knowledge of the health and social care system and Voluntary, Community and Social Enterprise Partners (VCSEP) (ideally in the location stated)</li> <li>- Customer Relationship Management systems</li> <li>- Problem solving skills – understand problems and quickly identify solutions</li> </ul>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p></p> <p>X</p> <p>X</p> <p></p>
Experience	S	I	A
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>- Team working</li> <li>- Administrative support in a process driven environment</li> <li>- Maintaining documentation to high standards</li> <li>- Managing multiple workstreams concurrently</li> <li>- Effective and accurate data capture</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>- Service development with statutory and voluntary agencies and local government</li> <li>- Internal and external stakeholder engagement</li> <li>- Working in a large matrix organisation</li> </ul>	<p>X</p> <p>X</p> <p>X</p> <p></p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p></p> <p></p> <p></p> <p></p> <p></p>
Additional requirements			
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>- Ensures inclusive practice, challenges discrimination and promotes diversity in line with our <b>Equality, Diversity and Inclusion (EDI) policy</b>.</li> <li>- Able to work and travel throughout the Area for occasional meetings</li> </ul>	<p>X</p>	<p>X</p>	<p></p>

<b>Desirable</b> - Full driving licence and access to a car	X	X	
<b>Values in Action</b>			
<b>Dynamic</b> - We move forward as one team. - Every day, we're adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems.  <b>Compassionate</b> - We stand for kindness. - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we're a united force for good.  <b>Inclusive</b> - We are open to all. - We treat each other with dignity and respect. - Every person's uniqueness is valued, supported and celebrated. - Our individual backgrounds and experiences make our organisation stronger.  <b>Courageous</b> - We are bold. - We show our strength by doing the right thing. - We aren't scared to test our creative ideas. - As humanitarians, we go the extra mile to help people in crisis			

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.