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| **Job Description** |
| **Post title** | Business Development Officer |
| **JE Reference No** | N9298 |
| **Grade** | 9 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Corporate Property & Land – Building Facilities & Maintenance |
| **Reporting to** | Business Development Manager |
| **Location** | Your normal place of work will be Meadowfield Depot. However you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is** subject to an Enhanced Disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder will work in conjunction with all Durham County Council staff. In particular

good working relationships must be established and maintained with internal and external

customers, operational managers, support services staff and the Corporate Property and

Land (CPaL) management team.

**Work alongside:** Work with and across all Council service groupings.

**Responsible for:** The operational management of the business development team, and the provision of advice and guidance to staff and customers throughout the CPaL service.

**Responsive to:** The Business Development Manager, the

needs of the service and the needs of the customer.

The post holder will assist the Business Development Manager to project manage selected projects and be responsible for delivering results on time, within budget, to the required quality, providing beneficial results that improve CPaL’s business and financial processes and standing.

The post holder will work with the Business Development Manager to ensure effective contract management, developing / maintaining customer relations, developing business opportunities, supporting tender submissions, developing and maintaining the Quality Management System (QMS), providing management information and performance data in a range of formats, and generally delivering management and process / system improvements.

The post holder will act as the responsible person for Pre-qualification Questionnaires (PQQs) and tenders. The post holder will also act as the responsible person for Service Level Agreements (SLAs) and contracts.

The post holder is also required to work with the business development team to ensure the efficient use of resources and assist in effective budget management.

The post holder is required to develop the CPaL service by expanding the range of services offered, growing the customer base, increasing the value of works undertaken and where appropriate assist in developing Durham County Council’s property portfolio.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

1. The post holder will be responsible to the Business Development Manager and will be responsible for the management of the assigned staff working within the business development team.
2. To provide leadership and guidance to assigned staff and operational managers monitoring their progress / activities effectively with regards to the processes and procedures. In particular the services provided are effectively managed and to the required standard.
3. Manage personnel related issues to foster good industrial relations – for example but not exclusively disciplinary matters, complaints, appraisals, sickness monitoring training needs and holiday allocation.
4. To ensure the performance targets set for business development are achieved and provide information as required to monitor KPI’s.
5. Promote and develop good working practices and procedures and improve the awareness of staff with regards to the achievement of excellent Health and Safety, QMS, compliance and performance targets.
6. Develop / provide management information and performance reports.
7. Assist the business development manager to develop strategies for improved project and service delivery, and then assist in delivering these projects.
8. Ensure all working practices and systems throughout CPaL comply with the QMS.
9. Assist the business development manager to ensure that the organisation continues to be a value for money provider of services and strives for excellent customer service.
10. To promote the services offered by CPaL to both existing and potential clients as the opportunity arises.
11. The post holder is responsible for integrating the working practices of the organisation as a whole by invoking a positive teamwork approach.
12. To ensure self-compliance and the compliance of all allocated staff with the policies and procedures of Durham County Council.
13. To monitor the performance of CPaL to ensure that the individual service areas offer efficient, effective and value for money outputs.
14. The post holder will act as the responsible person for PQQ’s, tenders, SLA’s and contracts.

The above list is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Business Development Manager or Business Development Officer.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Educated to NVQ level 3 or equivalent in a management, building or construction related subject
* Evidence of continuous professional development
 | * Appropriate management qualification
* Membership of a professional body

Educated to NVQ level 4 or degree level in a relevant subject |
| Experience | * Experience of management and a track record of achievement in a related environment
* Project management experience within a contracting or service delivery environment
* The application of appropriate personnel policies and procedures
* Involvement in preparation of tenders or programmes of work
* Proven record of successful financial performance.
* Management and development of people with the ability to lead and motivate staff
* Strategic planning ability
* Customer relationship management experience
* Working in a busy office environment and to timescales
 | * Partnership working
* Experience of working with elected members and the press / media

Experience in the use Microsoft Office and Oracle |
| Skills & Knowledge | * Strong commercial awareness
* Understanding of the role of performance management in service delivery
* A proven knowledge of current forms of contract
* Successful problem solving skills
* Substantial organisational / management skills
* Good team building skills
* Ability to consult and negotiate with customers and end users
* Ability to present information verbally and in writing to a variety of audiences
* Knowledge of other building roles and responsibilities
* Leadership skills
* Negotiation skills
* Excellent IT skills
* Understanding of quality systems e.g. ISO 9001, OHSAS 18001
* The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post
 | * An understanding of the processes involved in the design and pre-construction phases of projects
* Knowledge of Durham County Council policies and procedures
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| Personal Qualities | * Driven and self-motivated
* Innovative and creative thinker
* Good communicator
* Results orientated approach to work
* Ability to motivate and support staff
* Able to work flexibly to ensure deadlines are met
* Travel is an essential requirement of the post
 | * Political awareness
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