

**TITLE OF POST:** Business Development Manager

**GRADE:** POG

**RESPONSIBLE TO:** Finance Director

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**MAIN PURPOSE OF JOB:**

The Business Development Manager is a part time role responsible for assisting with the development of a business plan for TWFRS Ltd and its implementation by liaising with senior management within the Service's Training Centre, Learning and Development Department and Finance Department. It is a key managerial position within the service that will also seek to attract new commercial business to the Authority either directly or preferably via its trading company TWFRS Ltd.

Under the guidance of the Finance Director, you will support our strategic goals by managing and helping to deliver the Authority's commercial training agenda, through achieving departmental objectives as well as managing efficiencies and providing quality service at all times and to support the vision and delivery of the service in Creating the Safest Community.

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**1 MANAGEMENT DUTIES (GENERAL POLICY)**

- 1.1 To promote the Service Vision, 'Creating the Safest Community'.
- 1.2 To efficiently manage the delivery of departmental activities within the Service.
- 1.3 Manage the implementation of the Authority's strategic and Integrated Risk Management Plans within your area.
- 1.4 Deliver the development, management and evaluation of strategic organisational projects and activities relative to the work of the HR department by applying appropriate management strategies.
- 1.5 Contribute to the development and implementation of relevant departmental policies and procedures in line with relevant national policy and ensure compliance in relation to all relevant regulations and legislation.
- 1.6 Support the Finance Director on the preparation, monitoring and review of a Business plan for TWFRS Ltd and assist in the production of financial forecasts and budgets as appropriate.
- 1.7 Continuously review working practices to identify and manage change programmes to promote continuous improvement.
- 1.8 Manage appropriate and robust quality and assurance systems within the department.

- 1.9 Manage and maintain positive and effective liaison links with appropriate organisations and partners as required.
- 1.10 Support and prepare quality management reports for consideration by the Fire Authority, TWFRS Ltd, Senior Management Team and other groups.
- 1.11 Contribute and deliver the implementation of sound business continuity plans which offer an appropriate level of resilience to the Service, where required.
- 1.12 Manage the performance of our people through transparent, structured Personal Development Plans. Driving performance through objective setting, timely reviews and where required structured development plans.
- 1.13 Ensure complete compliance with the Data Protection Act and to ensure data security is maintained, through the management of your department.
- 1.14 Undertake any other duties as directed

## **2 ROLE SPECIFIC DUTIES**

- 2.1 Assist in the development of a business plan for TWFRS Ltd and its implementation by liaising with senior management within the Service's Training Centre, Learning and Development Department and Finance Departments.
- 2.2 Implement and monitor marketing strategies, that help achieve the objectives of the agreed business plan each year which may involve travel to external customers of other service locations.
- 2.3 Management and development of new courses, seminars, ISO procedures and other initiatives as required enhancing the reputation of both the Authority and TWFRS Ltd.
- 2.4 Providing senior support and advice when dealing with enquiries for industrial, commercial and other services, training courses effectively and efficiently.
- 2.5 Carry out market research as appropriate to help build new markets and business as appropriate.
- 2.6 Management and monitoring of courses, costings and invoicing in close liaison with the Training Centre Management and Finance Department.
- 2.7 Provide and assistant Training Centre Management with research and feasibility studies relating to the improvement of management functions and strategies at the Centre.
- 2.8 Prepare reports for the Finance Director, the Board of TWFRS Ltd and other senior managers as required.
- 2.9 Prepare monitor and gather, evaluate and report on data, customer service, income generation and other suitable service delivery areas.
- 2.10 Provide and act as single point of contact for customer enquiries and liaise with/introduce new clients to the training centre and facilities.

- 2.11 Prepare and manage records in accordance with Fire Safety policy as deemed necessary.

### **3 HEALTH AND SAFETY (GENERAL POLICY)**

- 3.1 By reference to current health and safety legislation and the Service's Health and Safety Policy to ensure that all employees within your department:-
- 3.2 Take reasonable care for their own health and safety.
- 3.3 Consider the safety of other persons who may be affected by their acts or omissions and to cooperate with their employer to perform and comply with any duties or requirements imposed upon them.
- 3.4 Work with machinery, equipment and substances in accordance with information and training provided.
- 3.5 Refrain from intentionally misusing or recklessly interfering with anything that has been provided for the purpose of health, safety and welfare.
- 3.6 Report any hazardous defects in plant and equipment, or shortcomings in the existing safety arrangements, to a responsible person without delay.
- 3.7 Conduct line management responsibilities in relation to Section 2.1 of the Service's Health, Safety and Welfare Manual.

### **4 EQUALITY AND DIVERSITY (GENERAL POLICY)**

- 4.1 To be responsible for managing equality and diversity policies through engagement and a positive attitude to secure continuous improvement in organisational culture.
- 4.2 To ensure your department have an understanding and commitment to diversity and equality in accordance with service policies and procedures and demonstrate positive promotion of equality and diversity principles through working to the Service's core values.
- 4.3 To champion the principles of equality and diversity and provide appropriate advice, guidance and support.
- 4.4 To challenge inappropriate behaviour and non-compliance with equality and diversity policies, procedures and principles.

### **5 SAFEGUARDING**

- 5.1 To ensure your department promote the application of the Authority's Safeguarding Policies.

### **6 ENVIRONMENT STRATEGY**

- 6.1 To ensure your department demonstrate an understanding and commitment to the Service's Environment Strategy, in relation to the environment and carbon reduction policies.