Job Description

Job Title:	Senior Business Development Manager **–** Health in Justice
Responsible to:	Deputy Head of Business Development – Health in Justice
Location:	National
	Remote working with Reading as the designated base
Salary:	circa £55k per annum
Commission:	up to 30% via the PPG discretionary commission scheme for tender wins, reviewed and revised annually

JOB SUMMARY

The post-holder will be a key leader in Business Development for Health in Justice. The main responsibility will be to make a significant contribution to achieving targets for new business growth and retention/renewal of existing service contracts through leading responses to opportunities, both as part, and outside of, formal procurement. This will include working closely with operational colleagues to agree and assess potential growth opportunities, undertaking market intelligence of Commissioners and competitors and agreeing partnership arrangements with fellow providers.

This post will specifically focus on Health in Justice including healthcare services in prisons and associated opportunities across the criminal justice system.

Although this post will have a specific focus, the post holder will be expected to work flexibly to support other business development opportunities should the need arise. Those opportunities may be drawn from existing Practice Plus Group's services or new service areas.

KEY WORKING RELATIONSHIPS:

- Practice Plus Group colleagues in all service lines – especially Health in Justice, and support functions
- Primary Care Senior Leadership Team
- Wider Business Development Team
- NHS England and ICB Managers
- Commercial partners
- Subcontractors and operational partners
- Local clinicians
- Local patient groups
- Mobilisation Managers

Principal Duties and Responsibilities

- To contribute to the creation, and annual refresh, of a Business Development strategy for Health in Justice that covers retaining existing contracts and opportunities for growth.

  The strategy will encompass opportunities drawn from formal procurement and other channels, including customer relationship management, service development and diversification.

- To meet the new business target specific to their area of focus and other objectives agreed at annual review.

- To be an active member of the leadership team in Business Development, working alongside senior manager colleagues in delivering the business development strategy.

- For the preparation and submission of proposals for new and retention contracts the post holder will be responsible for the quality of the proposal submission, bid writing, developing the business case, and project managing the proposal process, working with the business development team, subject matter experts and colleagues in operations, clinical governance, HR, IM&T, finance, Commercial and Estates.

  This includes:

  - Project managing the completion of compliant proposals to support procurement submissions and other opportunities, for example other opportunities will include business cases for extending contracts and service development opportunities.
  - To work in accordance with the Bid Standard Operating Procedure (Bid SOP).
  - Co-ordinating the team allocated to completion of proposals, both those under direct line management and other colleagues – e.g. operational colleagues, subject matter experts, to complete assigned projects on time and to the required standard.
  - Overall quality assurance on all submitted proposals.
  - Reviewing and editing responses to tender in line with the specified evaluation criteria.
  - Writing of proposals and/or responses to tender. This will include taking responsibility for writing key responses – e.g. on service delivery.
  - Working with Finance and Commercial leads to assess the viability of bids in line with Practice Plus Group's investment thresholds. This will include preparing approval papers for submission to the relevant delegated sign-off authority – including the Primary Care Senior Leadership Team, and PPG Board.
  - Supporting operational colleagues to develop service models & solutions, & assembling evidence – e.g. of good practice, service improvement.
  - Researching the healthcare market at national and local health economy level, and competitors to assist the development of key differentiators in proposals.
  - Assuring adherence to tender instructions for submissions,
  - Analysing and reviewing new business opportunities.
  - Developing and agreeing with operational colleagues the pipeline of opportunities, reviewing and revising quarterly or sooner if required.
  - Assembling a library of previous responses and bid material to support proposals.

- To assist the commercial and operations teams with the negotiation of new contracts and mobilisation of new services as required.

- Develop excellent working relationships with colleagues and partners.

- Represent Practice Plus Group with Commissioners, partners, and at stakeholder events which may require formal and factual presentation of information. These events may occur outside of normal working hours.

- To provide line management support to the wider business development team, including Senior Bid Writers and Bid Writers. Please note Senior Bid Writers and Bid Writers are expected to work as part of a collective to support the needs of the business including, but not limited to, for periods of leave/absence and meeting the fluctuating demands of bid opportunities.

The duties detailed above are not intended to be exhaustive, and the post holder will need to work flexibly in the best interests of the business.

Person Specification – Senior Business Development Manager

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications		• Degree in a suitable field • PRINCE 2 or other project management qualification • Diploma or equivalent management qualification
Experience	• Demonstrable track record of recent experience, notably within the last two years, of leading, managing and submitting bids • Commercial experience, including a basic understanding of procurement for health care services • Facilitation skills, in particular the ability to work closely with people from a variety of backgrounds/professions • Experience of staff management • Ability to work under pressure, to tight deadlines and within a complex environment • Problem solving and conflict resolution • Project management experience	• Experience of business development within health, leading bids for Health in Justice services • Knowledge of the NHS, NHS England, & Integrated Care Systems • Knowledge of prisons and the criminal justice system • Understanding of current Department of Health/NHS policies and initiatives in Health in Justice • Operational management experience in Healthcare, preferably in a Health in Justice or an equivalent setting • Experience of working with commissioners of Health in Justice services (this may be from working for a service provider or in an NHS organisation)
Skills and Knowledge	• Excellent oral and written communication skills, able to 'brief accurately and convincingly to a range of audiences. • Excellent writing ability to be applied to preparing tender responses • A strong commitment to working in partnership and a desire to drive through change • High levels of computer literacy including Microsoft Excel, Word and PowerPoint, with the ability to create, understand and manipulate spreadsheets • A good understanding of the principles of risk identification and management and controls assurance • Financial awareness	• Evidence of whole systems thinking with the ability to develop innovative ideas and implement practical strategies for change • Understanding of AI tools and how to ensure they are used effectively and appropriately.

Other Factors	• A personal style that demonstrates a facilitative, analytical and proactive approach to work challenges and colleagues • Ability to prioritise own workload with a high degree of personal organisation • Ability to respond positively to change and uncertainty • Ability to motivate others with a preference for collaborative working • Ability to build purposeful relationships and command confidence • A strong commitment to personal development and learning • Ability to present confidently using a range of media • Determination and perseverance with the ability to challenge constructively • A self-starter with a 'can do' attitude	

Additional Information:

Appraisal

Practice Plus Group operates a system of individual performance review/appraisal for the purpose of agreeing performance objectives and discussing development needs in line with requirements of service need in the operational plan.

Code of Conduct for Professional Group

All members of staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, HPC).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

Conflict of Interests

You may not without the consent of Practice Plus Group engage in any outside employment and in accordance with Practice Plus Group Conflict of Interest Policy you must declare to your manager all private interests, which could potentially result in personal gain as a consequence of your employment position in Practice Plus Group. Interests that might appear to be in conflict should also be declared.

Confidentiality

The post holder is required not to disclose such information, particularly that relating to patients and staff. All employees are subject to the Data Protection Act 1998 and must not only maintain strict confidentiality in respect of patient and staff records, but the accuracy and integrity of the information contained within. The post holder must not at any time use personal data held by Practice Plus Group for any unauthorised purpose or disclosure such as data to a third party. You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of Practice Plus Group, unless expressly authorised to do so by Practice Plus Group. Further guidance on confidentiality is contained within Practice Plus Group Information Security Management System (ISMS).

Data Protection

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company's ISO27001 accreditation. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

Equal Opportunities

The post holder is required at all times to carry out responsibilities with due regard to Practice Plus Group Equal Opportunities Policy and to ensure that staff receive equal treatment throughout their employment with Practice Plus Group.

Health and Safety

As an employee of Practice Plus Group, the post holder has a duty under the Health and Safety at Work Act 1974, to:-

Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.

Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the treatment centre, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

Risk Management

All members of staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to, co-operate with any investigation undertaken.
This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

Name of Postholder: ……

Signature: ……...

Date: ……...