

JOB DESCRIPTION

PART A: JOB DETAILS

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| JOB TITLE: | Business Development Manager |
| AFC BAND: | 8b |
| HOURS: | 37.5 hours |
| DIRECTORATE: | Finance |
| DEPARTMENT: | Business Development |
| REPORTING TO: | Head of Business Development |
| BASE: | Essex |

PART B: JOB SUMMARY

To support the Trust's Business Development Interface with customers, leading where appropriate and assisting in the development, implementation and management of the business processes of the Trust. Assist in the development of a commercially based commissioning unit.

PART C: KEY RELATIONSHIPS

Director of Service Delivery
Deputy Directors of Service Delivery
Sector Heads
Senior Locality Managers
Finance Director
CCGs
NHS England
NHS Improvement
Other Provider organisations in the NHS
Private companies
Potential and existing customers

PART D: JOB SPECIFIC RESPONSIBILITIES

1. Lead the commissioning interface between the Trust and its customers for a portfolio of income streams, including contract performance, financial performance, negotiation and monitoring. Taking specialist lead for the emergency operations and related services contracts.
2. Analyse and interpret the individual commissioning intentions of the portfolio of customers to determine how this will affect the Trust and its business streams. Recommend actions to create opportunities for investment.
3. Commissioning lead for changes in the health care pathway including the Trust's interface with networks such as Critical Care, PPCI, stroke and cancer and others as they are created. Responsible for identifying the commissioning implications of the proposals and working with operational and financial colleagues to create costed business cases for internal and external discussion and negotiation.
4. Support local operational teams in the formation of SLAs, contracts and agreements to ensure that all aspects of the Trust's governance procedures are covered.
5. Consult with internal partners from all disciplines to ensure that business opportunities are legal, clinically safe, deliverable and financially viable.
6. Maintain the business process cycle database for the Trust including the monitoring of all income streams to ensure viability, and tracking from initial request to cash receipt.
7. Assist, participate and lead where appropriate on the Trust's response to tenders and service developments, ensuring operational, clinical quality, financial and corporate agreement is achieved and sufficient financial contribution is assured.
8. Ensure all new business opportunities within the contract portfolio that are sought have sound business cases with the correct levels of authorisation, planning and financial input.
9. Ensure that contract management processes within the service portfolio are robust and correctly documented, and that the operation of contracts meets the needs of the organisation in terms of quality and financial return.
10. Work with the Operational leads to develop and implement strategies to increase market share in other business lines if appropriate.
11. To support engagement with the Sustainability and Transformation Plans (STPs) and associated boards / work streams to ensure that the impacts of any system-wide transformation proposals are modelled and costed appropriately, in line with the organisational strategy, to feed into system-wide negotiations.
12. Deputise for the Head of Business Development when appropriate.

PART E: GENERAL RESPONSIBILITIES

Flexibility: The postholder may be required to work at any of the Trust's sites in line with service needs.

Infection Prevention and Control: All Trust employees have duties under the "Health and safety at Work etc. Act 1974" which have a bearing on the prevention and control of infection in particular: Staff are expected to understand their responsibilities as outlined in the infection prevention and control policy and related guidelines, comply with all stated systems and maintain their knowledge of infection prevention and control relative to their role.

Confidentiality, Data Protection, Freedom of Information and Computer Misuse: All staff must ensure confidentiality and security of information dealt with in the course of performing their duties. They must comply with and keep up to date with Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

Communication: All staff should be able to communicate effectively with people who use services and other staff, to ensure that the care, treatment and support of people who use services is not compromised.

Health, Safety, Security and risk management: All staff are required to adhere to and act consistently with all relevant health and safety legislation and Trust policies and procedures in order to ensure that their own and the health, safety and security of others is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing and the achievement of the Trust's objectives in accordance with the Trust's risk management strategy and policies.

Major Incident: In the event of a major incident or civil unrest or other potential large scale service disruptions (e.g. Pandemic) all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest or other potential large scale service disruptions (e.g. Pandemic) and to undertake training as necessary.

Equality and Diversity: Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy etc.

Mandatory, job related training and CPD: Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in KSF and appraisal.

Safeguarding children and vulnerable adults: All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults. Further information about the Trust commitment to this and your responsibilities can be sought from the Trust's Child Protection Leads.

No Smoking Policy: East of England Ambulance Service NHS Trust is a no smoking Trust and all staff must comply with the Trust's no smoking policy.

Data Quality: It is the responsibility of all employees to ensure data is of a high quality standard, in order to support the Trust in providing a quality service. Data must be accurate, valid, reliable, timely, relevant and complete. For further information on the Trust's commitment to this, please refer to the Trust's Data Quality Policy.

PART G: PERSON SPECIFICATION

| | Specification | Essential | Desirable |
|----|--------------------------------|--|---|
| 1. | Physical Health and Appearance | Sound physical health | |
| 2. | Qualifications | <ul style="list-style-type: none"> • Master qualification in either, business management, finance or a Health Policy related subject • Evidence of post qualification development | |
| 3. | Knowledge & Experience | <ul style="list-style-type: none"> • 5 years general management experience at senior level • 3 years experience of managing business process, contract management or responding to commission intentions at a senior management level • Experience of business planning processes • Experience of managing technology for business uses • Performance management including physical and financial resources • Project management | Experience of B2B and B2C marketing principles and delivery |
| 4. | Personal Aptitude | Professional Team leading Team player Self-starter Inclusive | |
| 5. | Demonstrable Personal Skills | Leadership Innovative Negotiation Skills Presentational skills | |
| | Requirement to | Ability to deal with staff | |

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| 6. | handle traumatic, emotional and distressing situations | issues sensitively Able to deal with difficult contract negotiations | |
| 7. | Additional Requirements | Full driving licence | |

PART H: JOB DESCRIPTION RECORD

This job description reflects the current main organisational priorities for the post. In the context of rapid change taking place within the NHS/Trust, these priorities will develop and change in consultation with the postholder in line with service needs and priorities.

Date Created: 21/04/2017

Created by:

Postholder's signature: