

# JOB DESCRIPTION

## Job title: *Head of Business Development*

This is a full-time role, based in Clinks’ head office in Central London

**Job Purpose:**

*The Head of Business Development provides oversight for Clinks’ income generation, programme delivery and impact measurement functions. The work of their team delivers on Clinks’ 5th strategic objective – “Clinks being effective, efficient and professional in its work and operations. Ensuring we have the systems, resources and processes to achieve maximum impact”.*

**Reports to:** *Chief Executive Officer*

**Responsible for:** *Fundraising & Finance support officer*

**Department/Service**

Within the newly established Chief Executive’s Directorate the Business Development team delivers all Clinks’ income generation work as well as coordinating delivery of funded programmes and measurement of our impact. The team translates our strategy into annualised costed business plans and supports the charity’s wider staff team to deliver and measure outcomes. The work of the team delivers on Clinks’ 5th strategic objective – “Clinks being effective, efficient and professional in its work and operations. Ensuring we have the systems, resources and processes to achieve maximum impact”.

1. **Duties and key responsibilities**

**Income generation leadership**

* Develop, implement and regularly review Clinks’ income generation strategy to ensure we have diverse and healthy income streams to underpin our work.
* Identify and secure new income streams
* Deliver on Clinks’ fundraising activity
* Lead an income generation culture across the wider Clinks team supporting teams to understand their contribution to the charity’s sustainability and financial security
* Manage the charity’s relationships with funders and potential funders of Clinks’ work
* Manage the charity’s relationships with any sponsors or partners

**Business planning and reporting**

* Identifying, evaluating and realising opportunities for development of existing national projects and funding and development of new projects
* Support efficient management of contracts or grant agreements Clinks is subject to
* In collaboration with the Strategic Leadership Group ensure that Clinks has a thorough understanding of the opportunities in our sector and that we are sufficiently well positioned to have the best possible chance of securing new work/funding
* Oversee the development and delivery of the charity’s annual business plans to deliver on the strategy
* Support staff across the charity to develop sound business plans and understand their role in Clinks’ planning and plans
* Oversee all reporting in Clinks – including to individual funders and on the overall business plan

**Programme management**

* Working in collaboration with the Director of Support & Development, jointly deliver the management of on time, on quality and to budget delivery of the charity’s funded programmes
* Support staff across the charity to deliver projects and programmes well to a range of requirements and criteria

**Evaluation and measurement**

* Develop and Deliver on Clinks’ strategic approach to impact measurement
* Ensure all Clinks’ work is measured and able to demonstrate impact
* Support staff across the charity to demonstrate the impact of their work

**Lead and Manage the Department**

* Provide leadership, direction and support to staff in the Business Development team, ensure staff continue to be skilled up to deliver a high quality service
* Carry out management, supervision, appraisal and development of staff in the team to ensure high quality service delivery and achievement of the annual business plan
* Regularly review the development of the team to ensure it meets the needs of Clinks
* Manage risk in the delivery of work and report any problems with intended work plans, targets, staff management and / or finances to the CEO
* Support the Chief Executive and act on their behalf when appropriate and necessary.

**Strategy Development and Delivery and Senior Management**

* Be the income generation and business development expert in the Senior Management Team
* As part of the SMT contribute pro-actively to the management of Clinks
* Contribute to the strategic goal setting for the whole organisation as part of the Senior Management team by identifying and developing opportunities for Clinks to better meet the needs of the voluntary sector.
* With SMT support the development of and lead on the 5th Strategic goal
* Horizon scan for opportunities and contribute to the development of workplans

**2 General Responsibilities**

* Represent and be an ambassador for Clinks
* Work to support the mission, ethos and values of Clinks
* Be flexible and carry out other associated duties as may arise, develop or be assigned in line with the broad remit of the position
* Maintain and improve competencies through continuous professional development
* Abide by organisational policies, codes of conduct and practices
* Support and promote diversity and equality of opportunity in the workplace
* Treat with confidentiality any personal, private or sensitive information about individual organisations and or clients or staff and Clinks data

**PERSON SPECIFICATION:**

**Experience**

* Relevant, recent and substantial experience of delivery on fundraising and business development, measurement and planning preferably in the not for profit sector
* A track record of delivery on evaluation and demonstrating impact measurement
* Leadership and line management of staff, carrying out supervision and appraisals
* Significant stakeholder relationship management and / or project management experience
* Working to deadlines singularly and as a part of a team responsibility
* Experience of working with contracted providers of professional services
* Significant experience of bid writing and tender submissions
* Evidence of winning new business/successful fundraising
* Demonstrable experience of local and national government commissioning processes
* Demonstrable experience of managing the lifecycle of complex service delivery projects
* Demonstrable experience of developing models for service delivery and particularly of impact assessment

**SKILLS AND ABILITIES**

* Leadership skills to undertake a complex management role in a national organisation
* Adopt a solution-focused approach and make decisions effectively and timely
* Interpersonal and strong spoken and written communication skills which engage audiences, encouraging understanding and participation
* Research and bid writing skills
* Public speaking and persuasion skills
* Can act as an external ambassador for Clinks with excellent relationship management skills
* Analytical skills with a good attention to forward planning and achieving strategic objectives combined with proven ability to manage procedures , including quality assurance
* Able to plan, lead and deliver on multiple diverse activities
* Analytical, commercially-minded and strategic thinker
* Problem solving in a complex and rapidly changing environment
* Ability to troubleshoot difficult situations, and deal with them calmly, diplomatically efficiently and effectively
* IT skills at a level that supports report writing, email, internet and database
* Motivating and managing people during periods of challenging change in organisational structure, policy environment and resources
* Adaptability and flexibility in being able to take on new roles and manage a range of different internal and external relationships

**KNOWLEDGE**

* Regulatory requirements and best practice policy and guidance relating to:
  + Governance of Charities
  + Financial forecasting, budget development and risk management
  + Fundraising practice
  + Operations of registered companies
  + Project management and methods of impact assessment in charities
* Role and nature of the voluntary sector and some of the challenges it faces, including funding; voice; advocacy; campaigning; delivery
* Understanding of the frameworks that other stakeholder organisations, such as delivery organisations and those in Government, have to work within.

**PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS**

* Flexible and able to travel on occasion and work outside regular hours on occasion
* Works well in a team with a flexible approach to work
* Personal resilience and the ability to stay focused in a rapidly changing environment
* Commitment to anti-discriminatory practice and equal opportunities. An ability to apply awareness of diversity issues to all areas of work
* Commitment to the values and ethos of supporting people in the Criminal Justice system
* Commitment to upholding the rights of people facing disadvantage and discrimination in the CJS