**JOB TITLE:** Business Development Manager (Interim)

**LOCATION:** Negotiable

**REPORTS TO:** Head of Business Development

**GRADE: 8**

**HOURS:** 35

**Context and Purpose of the Job**

**The Organisation**

Founded in 1951, the Refugee Council exists to support people who come to the UK in need of safety and speak out for compassion, fairness and kindness. We achieve this by providing expert advice and casework, building the capacity of refugee community organisations, and working with allies across society to change government policy.

Our vision for refugees to be welcome to live safe and fulfilling lives contributing to the UK has never been more urgent and needed. Today 27 million refugees and 84 million displaced people around the world need of safety, dignity and welcome. We are determined to secure public and government support for safe routes for all people seeking safety, and a fair, effective and compassionate refugee protection system.

Now is an excellent time to join the Refugee Council. We recently launched our new strategy - you can read it [here](https://media.refugeecouncil.org.uk/wp-content/uploads/2021/10/14074348/Refugee-Council-Strategy-Report.pdf). It sets an ambitious new direction which will see us defend refugee protection in the UK against the Government’s corrosive plans with refugees and like-minded allies, united in our desire to create a just, fair and humane refugee protection system. It will also see us delivering direct services that improve people’s refugee protection journey through targeted advice and casework, and strengthening and connecting Refugee Community Organisations with other service providers and advocates.

**Our Values**

Our values underpin everything we do:

* **Inclusive**: We are inclusive. We work with - not for - refugees and people seeking asylum, so they have an equal voice, co-producing projects and ensuring their expertise and experiences are at the heart of what we do.
* **Collaborative**: We are collaborative. Working with others is a priority in order to have the collective impact that is vital to achieve policy and practice reform.
* **Courageous**: We speak out when we see injustice, cruelty and unfairness. We always stand up for what we believe is the right thing to do to transform the experiences of those seeking protection in our country.
* **Respectful**: We are respectful of all those we interact with. We treat everyone – our staff, volunteers, beneficiaries, partners and people we disagree with – with the same respect, professionalism and understanding.

**Business Development at Refugee Council**

The Refugee Council is a leading UK organisation working with people seeking asylum and refugees to enable them to live with safety, dignity and to rebuild their lives. Our operational teams are based across England providing advice and specialist support to people on issues that impact their refugee protection journey: navigating the complex asylum system; addressing homelessness and poverty; accessing health care, education, and employment.

We operate four main service departments, Resettlement, Asylum, Integration & Employment and Children’s (IUSS & Youth Development). We also have a smaller Practice Development team supporting Refugee Community Organisations and frontline practitioners to develop their skills and capacity to meet the needs of people seeking asylum and refugees. Our Business Development team also sits within our services directorate, with close working with our Fundraising and External Affairs team.

Our teams work with relevant agencies including the Home Office, Refugee Community Organisations, Local Authorities, Legal Service Providers, Housing Providers, Health Institutions, Job Centre Plus and other mainstream service providers

The Refugee Council has ambitions to improve the experience of people seeking asylum and refugees across the UK by providing specialist services, and strengthening the capacity of practitioners in statutory and voluntary sector organisations. The purpose of the post is to drive these developments forward by producing excellent design and statutory support for our services with the Head of Business Development.

This post will work with the Head of Business Development to help identify opportunities, assess need, manage tender responses, write and submit compelling proposals and contribute to development pipelines, ambitions and design. The post holder will work closely with people who are seeking refugee protection to ensure our services are centred their experiences and provide effective solutions to the causes of their needs. They will also work closely with service managers, fundraising and finance colleagues to ensure effective and efficient service and bid design. A key part of the role will be to lead and manage effectively, the mobilisation and exit process for projects as well working with the Head of Business Development on contract management. The post holder will demonstrate a proactive, flexible and adaptable approach to the role, and work with the Head of Business Development and fellow Business Development Managers to develop effective relationships with central and local government, corporates, and funders.

Our Business Development team is a small team of three people (we are also in the process of recruiting a Lean Impact Lead to support). We are seeking to recruit an additional Business Development Manager who will predominately be focussed on responding to ad hoc and planned tender submissions and key proposal writing during a critical time when our Head of Business Development and existing Business Development Managers are dedicating their time to critical service redesign, development and related statutory fundraising. This is a 12-month post whilst we transition through an intense period of service redesign before we reassess the level of support and capacity the Business Development team require in the longer term.

**Main Duties and Responsibilities**

The Business Development Manager (Interim) is a pivotal role supporting our services to provide high quality, sustainable support with people seeking asylum and refugees. It plays an essential role to support our operational managers and working with people with lived experience of the refugee protection system to co-design their service models, and secure support for them from statutory commissioners. It is also a key partner for fundraising and communications colleagues, finance and operational colleagues to ensure that the systems needed to mobilise, develop, and sustain our services are fit for purpose.

1. Lead bid teams developing complex six and seven figure statutory bids and proposals for single entity and consortium/partnership proposal at regional and national level.
2. Lead on design of key service models as directed by Head of Business Development, to develop viable new service models, that prioritise quality, impact and sustainability, and highlight potential contractual or financial risks by working with the Head of Business Development, Service Managers and Finance colleagues.
3. Support the Head of Business Development to identify and assess service development opportunities that enable Refugee Council to achieve its strategic objectives and operational plans.
4. Maintain expert understanding of the environment and barriers that people seeking asylum and refugees face and how our interventions (services or capacity building) improve their experience of seeking protection, drawn from regular dialogue with them about the issues they face and the solutions they seek from our services.
5. Work closely with the Head of Business Development on market analysis, opportunity identification and proposal development for statutory income from central and local government (i.e. tenders and grants), by collaborating with Fundraising and External Affairs, Heads of Services, and Finance Leads.
6. Be a collaborative member of the services and development team and work closely with Fundraising and External Affairs Directorate, particularly the Trust & Statutory team to develop proposals that secure voluntary income for new and developed services.
7. Work closely with the Head of Business Development to conduct due diligence assessments and highlighting the TUPE implications within development opportunities.
8. Manage the handover/mobilisation as well as exits of secured contracts/income from statutory sources to service delivery teams by working with Heads of Services, Trust and Statutory Team, Finance, and HR as appropriate to agree contract terms, funding management, performance reporting, recruitment, responsibilities and systems.
9. Analyse the learning from service delivery for future development opportunities by examining performance data, participating in delivery oversight, reporting and relationship management as required with service delivery leads.
10. Build relationships with key statutory and voluntary sector stakeholders, to monitor emerging government strategies affecting our client group such as those on health, education, housing, employment, and any potential for funding of new projects.
11. Being aware of any issues arising from development activity in respect of the Refugee Council’s safeguarding duty towards children, young people, and adults at risk.

For the organisation

* Represent the Refugee Council professionally, both internally and externally, and promote effective multiagency partnership and stakeholder working.
* Follow Refugee Council health and safety policies whilst at work.
* Follow Refugee Council’s Equality, Diversity and Inclusion strategy.
* Undertake any reasonable duties as directed by your line manager.
* Provide a flexible approach in performing work not specifically referred to above. Such duties will fall within the scope of the job, at the appropriate grade.

**Additional Information**

**Health & Safety**

The post holder is responsible for:

* Cooperating with the Refugee Council in delivering all legal responsibilities in respect of your own and your colleagues, volunteers, clients and others health and safety whilst at work.
* Becoming familiar with the Refugee Council’s Health & Safety Policy and procedures including evacuation procedures at your workplace.
* Carrying out risk assessments of your own work and especially of your own workstation to ensure that you do not expose yourself or others to unnecessary risk.

**Flexibility**

In order to deliver services effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties will, however, fall within the scope of the job, at the appropriate grade. The job description will be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.

**Equal Opportunities Statement**

As part of its recruitment policy, the Refugee Council intends to ensure that no prospective or actual employee is discriminated against on the basis of race, sex, nationality, marital status, sexual orientation, employment status, class, disability, age, religious belief or political persuasion, or is disadvantaged by any condition or requirement which is not demonstrably justifiable.

**Working at the Refugee Council**

A commitment to the Refugee Council mission and values.

**This post is subject to a satisfactory Disclosure and Barring Service check. Repeat checks are initiated every two years.**



**JOB TITLE:** Business Development Manager (interim)

**Experience**

***Essential***

1. Working in a service delivery environment with (or working for an organisation that supports) vulnerable clients.
2. Understanding of the needs and aspirations of refugees and people seeking asylum.
3. Initiating and developing new services to a high standard.
4. Experience of understanding and managing complex, statutory contracts
5. Experience of securing six figure statutory grants and/or contracts.
6. Writing bids and tenders and preparing budgets, with experience of identifying both strategic benefit as well as risk implications involved in funding opportunities.
7. Writing up service models with outcomes and indicators.
8. Experience working with external partners; building long term and successful relationships.

***Desirable***

1. Experience of working on or co-designing projects working with people seeking asylum or refugees.
2. Experience in co-producing work and activities with a range of stakeholders and partners.
3. Experience leading and facilitating design workshops
4. Experience of leading core bid response groups

**Knowledge, skills and abilities**

***Essential***

1. Ability to work with limited oversight, devising and implementing workplans on your own initiative, as well as within a structured team work plan.
2. Ability to work on a range of project design and proposals/tenders, ensuring effective prioritisation, strong organisational skills and demonstrating good time management.
3. An excellent understanding of the statutory funding environment and how this relates to our client group, in particular in the context of Local Authority, CCG/NHS and central government funding.
4. Ability to negotiate effectively and sensitively with statutory agencies.
5. Ability to contribute to and lead key aspects of strategic planning and process development
6. Ability to communicate complex information internally and externally, both verbally and in writing.
7. Understanding of statutory commissioning and tendering processes and the technical knowledge to submit expressions of interests and tenders via online portals.
8. Ability to work across various internal teams and to coordinate tasks relating to project design and funding proposals.
9. Ability to produce compelling applications, proposals and presentations.
10. Ability to identify key messages from large amounts of complex information.
11. High level of numerical and analytical skills to contribute to and engage with project and team budgets.
12. Excellent command of spoken and written English.
13. Good computer and database skills.
14. Understanding of health and safety requirements.
15. Commitment to the Refugee Council’s values, and the principles of confidentiality, impartiality and Equality, Diversity & Inclusion.
16. Open reflective attitude to own work and experience and commitment to continuous professional development.
17. Ability to travel in the UK and stay overnight if required.

***Desirable***

1. A knowledge of and interest in issues affecting refugees and people seeking asylum.

***August 2023***