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 Job description

**JOB TITLE:**  Business Development Officer

**TEAM:** Business Development

**GROUP:** Fundraising & External Affairs

**LOCATION:** Negotiable

**REPORTS TO:** Business Development Manager

**GRADE:** 5

**HOURS:** 35 hours / Full time (would be open to part time working of 28 hours for the right candidate)

**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 two main service departments supporting refugees (resettlement, employment, and integration) and people seeking asylum (casework, therapeutic support, and social support for adults and children. 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 sits within our Fundraising and External Affairs team and works closely with our services directorate.

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. A permanent Business Development Officer post was introduced in 2024. The current post-holder is acting as a maternity cover for another role, making this post available until 31 October 2025.

The purpose of this role is to bolster the resource of our Business Development team in order to build the foundations for statutory income generation for Refugee Council in the immediate term and for the future. The key elements of the role are to:

* Identify the appropriate statutory commissioners to liaise with when presenting our service models. This is a time intensive task that requires research via different platforms and networks (e.g. LinkedIn, web searches, internal colleague contacts, and related market insights).
* Assess feedback and insights following engagement with commissioners, identify patterns and opportunities, and contribute towards Business Development’s funder engagement and fundraising strategy.
* Prepare background documents, such as up-to-date context statements and summaries, for use in proposals, tenders, service models, and related Business Development products. Lead on various administrative tasks to support the function of the Business Development team, such as completing selection questionnaires for competitive tenders.

Main Duties and Responsibilities

Research:

* Our Business Development Officer will lead the researching and mapping statutory commissioners, service delivery partners, and providers to produce a clear picture of service delivery landscape, commissioner interests, and commissioning trends to inform business development strategies across our geographical hub areas.
* They will identify appropriate and influential statutory commissioners (via internal colleagues, LinkedIn, online searches, and related sources) for Business Development colleagues to contact. Through their detailed research they will build an in-depth understanding of commissioner roles and remit, interests, and priority areas of work that will help us influence statutory commissioners.
* They will lead on developing and maintaining content-rich, in depth evidence-based summaries on clients’ and commissioners’ evolving needs for use in proposals, tenders, service models, and strategy documents. These summaries will be highly persuasive and enable to team to influence funders. They will be required to analyse complex data and evidence presenting asylum and refugee trends and figures as well as statutory funding available across a range of sources
* They will liaise with our data and information management team (In-Form) to extract, analyse and present internal data that can be used for service modelling, proposal development, and stronger engagement with prospective funders. They will take on the role as In-Form ‘super-user’ within the Business Development team.
* They will liaise with our external affairs team to bring specialist knowledge, information and data regarding policy and public affairs into our design and proposal work.
* They will conduct research to analyse competitors and identify potential collaborators across specific service areas and geographies to inform service modelling and partnerships.
* They will help facilitate the inclusion of lived experience in service design and proposal development by coordinating workshop logistics, co-facilitating sessions, capturing insights, and identifying opportunities to incorporate lived experience perspectives into our work.

Administration:

* Our Business Development Officer will lead on administrative tasks such as updating our fundraising record and statutory pipeline on our internal grant management database (ThankQ). They will take on the role as the team’s database ‘super-user’, trouble-shooting issues as needed.
* They will use our internal grant management database to monitor team KPIs, analyse trends, and share insights with leadership to inform fundraising strategies and decision making.
* They will lead the development and updating of external PowerPoints and other presentation tools to present our services to commissioners.
* They will lead the development of internal briefing notes and proposal summaries for submission to Refugee Council’s Senior Management Team to guide decisions on whether to pursue new opportunities and facilitate proposal sign-offs.
* They will keep updated records on key commissioner contacts across our key hub service delivery areas, inclusive of summaries of commissioning relationships to inform future engagement
* They will take minutes at internal and external meetings and follow-up on action points as needed.
* They will support arrangements for internal cross team meetings and external meetings with partners and commissioners. This includes logistical tasks such a booking rooms, travel, accommodation, and refreshments.

General responsibilities:

* + Participate in internal/external meetings and attend training events, network meetings conferences as required. At times the Business Development Officer will deputise for the Business Development Managers in presenting models to funders or partners at statutory network meetings.
	+ Be an active participant in our Business Development team days and will assist the team in planning for our days together (our team days are in person and the successful candidate will be expected to travel).
	+ Act as the team focal point for internal initiatives – such as rebranding or digital transformations – and guide Business Development colleagues on fully integrating and aligning with these changes.
	+ Contribute towards statutory reporting, including tracking reporting requirements, reviewing reports, and supporting service staff to develop relevant reporting skills.
	+ Contribute to building a culture of business growth and ambition, professionalism and innovation within the Business Development team and within the wider Fundraising and External Affairs Directorate
	+ Carry out any other duties as appropriate and as required by our Business Development Managers and Head of Business Development which could include drafting components of proposals.

**Other responsibilities:**

* As our Business Development team grows and settles, we will be exploring how we work effectively and successfully with our refugee involvement team to ensure lived experience is at the heart of our design work. As part of this work, we may seek to recruit lived experience volunteers to support our work. Our Business Development Officer will lead on the recruitment, induction and line management of these volunteers.

There will be opportunities to shadow, support and work closely with our Business Development Managers during design workshops and bid development to aid career development.

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.

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 Person Specification

**JOB TITLE:** Business Development Officer

## Experience

**Essential**

1. Creating and presenting well-written and influential information and data reports
2. Understanding of the needs and aspirations of refugees and people seeking asylum
3. Research and mapping experience to demonstrate need for managers
4. Experience of working with external partners, ideally funders, and experience building long term and successful relationships
5. Administrative experience

Desirable

1. Working in a service delivery environment with vulnerable clients.
2. Knowledge of statutory commissioning and income generation
3. Experience in a fundraising or database team

## Knowledge, skills and abilities

**Essential**

1. Understanding of databases and high-level financial data management
2. Excellent verbal and written communication skills
3. Ability to lead the coordination of tasks across various internal teams
4. Ability to identify key messages from large amounts of complex information
5. Ability to explain technical issues clearly to non-technical colleagues and funders
6. Ability to make persuasive arguments, demonstrating need for service interventions to funders
7. Excellent time management skills and an ability to prioritise workload to meet deadlines.
8. Ability to manage multiple work tasks simultaneously and adapt work priorities at short notice in a dynamic environment.
9. Drive for high quality work and an attention to detail
10. Excellent IT skills, including Microsoft Word and Excel
11. Ability to work flexibly as part of a hybrid team
12. A commitment to equal opportunities
13. Commitment to the Refugee Council’s values and work
14. Ability to travel in the UK and stay overnight if required.

**Desirable**

1. Creative problem solver
2. Ability to produce compelling applications, proposals and presentations.

**DATE: January 2025**

***We especially welcome applications from candidates from a refugee background***