Role Profile

Business Development Coordinator

Second Step

162 Pennywell Road, BS5 0TX

March 2023

1.   Job description

The job description does not describe a comprehensive list of duties, rather a broader range of accountabilities and performance indicators. The role profile is subject to review and change.

1.1   Job Context

Second Step is a leading mental health charity in the South West offering housing, support and hope to thousands of people with mental health and other problems. Our goal is to inspire hope and deliver change for everybody and every community we work with.

The New Business Team workers at the heart of Second Step, leading and support business development activities across all aspects of Second Step's work.

1.2   Job purpose

The Business Development Coordinator will provide administration and project support to the New Business Team. This will include, but is not limited to business development and growth, funding and tender applications, and service mobilisation.

They will produce and maintain project and team documentation and co-ordinate project/tender monitoring and reporting. They will demonstrate a high degree of effective organisational, administrative and IT skills with the ability to balance a wide variety of priorities.

A strong attention to detail and the ability to show initiative and autonomy will be required together with an ability to work under pressure in a variety of situations. Previous experience of managing tender portals, writing PQQs, uploading tenders, and/or providing strategic support into projects is desirable.

1.3   Team Structure

Immediate Supervisors: **Head of Business Development**

Colleagues/Peers: **New Business Managers, Communication & PR, Service and Team Managers, Senior Project Support Officer**

1.4   Job accountabilities

Bid Support & Management:

- Assist in the implementation and delivery of bid strategies leading to successful bids, including market research and intelligence.
- Manage and operate bid/proposal information systems, including Commissioner portals, ensuring data and information are accurate and current.
- Liaising with colleagues to collate and maintain accurate information for tender pre-qualification questions, and entering answers to pre-qualification questions on tender portals.
- Provide information and tender support to the New Business Team
- Ensuring that all bid and project documentation such as project plans, lessons learnt etc. are maintained to a high standard.
- Following up actions from meetings with appropriate people as required
- Ensure bid deadlines are met and feedback collected on successful/unsuccessful proposals.
- Managing fundraising inbox and internal grants co-ordination ('It's the little things' fund and 'Connections' fund)

Improving internal process & administration:

- Leading or contributing to the development of improved internal systems and processes.
- Managing and structuring the New Business folders
- Organising meetings and coordinating diaries with internal and external colleagues
- Contributing and minute taking at Team Meetings
- Drafting briefing papers, correspondence and other documentation for projects and the day to day running of a variety of functions as directed.

Project Support:

- Carry out specific admin and spreadsheet tasks in relation to project work, as directed, by the New Business Team
- Updating project plans following project meetings.
- Ensure project actions are circulated and ability to follow up with key individuals.
- Organising activities at bid/project completion to include review and transfer of project information and knowledge, including dissemination any lessons learnt.
- Managing and co-ordinating the involvement of the New Business STAR (Shaping, Teaching and Responding, experts by experience).
- Support on small-scale funding applications and grants.

1.5   Performance measures and critical success factors

- Completion and supporting the delivery of bid/implementation/projects as directed by the New Business Manager
- Delivery of effective project support skills to support a portfolio of projects.
- Production of accurate bid/project management documentation to specified regular deadlines.
- Maintenance of effective communication across the organisation
- Delivery of effective administration support service
- Collaboration and contribution to the effectiveness of the team

2   People profile

2.1   Person specification

	Essentia	Desirable
Skills	▪ **GCSE or equivalent English and Mathematics** ▪ **Ability to work flexibly with changing priorities** ▪ **Highly organised and skilled in the use of project management processes and methodologies** ▪ **Fully competent in all Microsoft applications, especially Office – Word, Excel, Outlook, PowerPoint** ▪ **Ability to prioritise effectively and manage deadlines** ▪ **Highly motivated and resourceful** ▪ **Ability to work on own initiative and also as part of a team** ▪ **Excellent interpersonal and communication skills** ▪ **Ability to draft briefing papers for use by senior staff**	▪ **Professional administration qualification or alternative relevant experience** ▪ **Prince 2 Foundation level accreditation or equivalent** ▪ **Ability to use Microsoft Project and Microsoft Visio (or equivalent programme)**
Knowledge	▪ **Some existing knowledge of Business Development procedures, methods and techniques, working within a commercial environment** ▪ **Good knowledge of project principles and tools to aid success of projects** ▪ **Understanding of the principles of effective communication and engagement** ▪ **Understanding of working with a range of organisational information including confidential and sensitive data.**	▪ **A proven understanding of sector funding regimes** ▪ **A proven knowledge and understanding of people with mental health and complex needs** ▪ **Knowledge of commissioning portals including Integrated Care Boards and Local Authority**

Experience	▪ Proven experience in administration, business development, PA or project support roles ▪ Proven experience of setting up and implementing internal processes and procedures ▪ Experience of planning over short, medium and long-term timeframes and adjusting plans and resources accordingly ▪ Experience of arranging and supporting meetings and formal committees ▪ Experience of supporting tenders and bids	▪ Experience of working in the voluntary sector ▪ Experience of working in Mental Health Services ▪ Experience of working with Service users and Carers ▪ Experience of making effective contributions at a variety of levels including corporate level ▪ Relevant experience is the same or closely associated field, e.g. tendering or funding applications
Values	▪ Commitment to equality and diversity issues at work ▪ An enthusiastic "can do" approach ▪ High level of personal responsibility displaying motivation, commitment, perseverance, and conscientiousness ▪ Willingness to work flexibly to support the overall aims of the team	▪ A commitment to the principles of recovery

3   Competencies

Competencies required for this role are as follows:

- **Effective Communication**
- **Partnership and Teamwork**
- **Personal and Professional Development**
- **Recovery Orientated Practice**
- **Customer Care**

Competency	Entry Level (2)	Desired Level (3)	Exceptional Level (4)
Achieving Results **Relevance to Recovery:** Services reduce barriers, support service users to find their own solutions and to achieve positive outcomes.	**Plans own work and meets agreed goals within the time available.** **Can problem solve alone but knows when to involve others. Able to use more than one approach when solving problems.** **Works hard and stays focussed on priorities, increases effort without guidance**	**Prioritises key tasks and manages own workload, taking into account the impact of own work priorities on those of others.** **Able to use a range of approaches to analyse and manage problems and performance issues.** **Sets appropriate targets for self and others, will "go the extra mile" to deliver work on time and within budget.**	**Adjusts own work priorities to take other's priorities into account and involves other people to achieve goals.** **Carries out complex analysis of problems, develops innovative approaches to problems and takes calculated risks.** **Sets appropriate long-term objectives that improve the service and the performance of the organisation.**
Competency	Entry Level (1)	Desired Level (2)	Exceptional Level (3)
Service Area Expertise **Relevance to Recovery:**	**Understands routine work related tasks.**	**Understands the specialist and/or professional requirements of the job and**	**Has a comprehensive understanding of the specialist and/or professional**

Services support individuals to find ways of understanding and meeting their own needs.	Follows correct procedures in carrying out tasks. Works within Equal Opportunities Policy.	applies this in their day to day work. Has an up to date knowledge of the full requirements of the job and is willing and able to learn new skills as necessary. Applies Equal Opportunities principles to practice within own service/team.	requirements of the job and applies this in all areas of their work. Acts as a reference point within own particular service/team. Ensures the service/team respects diversity in all aspects of service delivery.
Competency	**Entry Level (2)**	**Desired Level (3)**	**Exceptional Level (4)**
Effective Communication	**Understands the information required by their peers and reports and is skilled and confident at communicating with, and listening to, others** **Designs and writes well structured, clear and relevant documents, letters and reports** **Communicates with others in a form and manner that takes into account their background, culture and level of understanding.**	**Plans and manages all communications and ensures they are clear, effective and have maximum impact** **Is a sensitive communicator, able to diffuse difficult situations by careful handling of communications** **Designs and creates effective presentations and reports and is skilled and confident in presenting to audiences**	**Has highly developed presentation abilities and is effective at promoting the key messages and objectives of organisation** **Plans communication around the needs/objectives of the audience** **Distils key messages or key conclusions from complex situations**
Competency	**Entry Level (2)**	**Desired Level (3)**	**Exceptional Level (4)**

Partnership and Teamwork	Develops and maintains effective working relationships, understands and contributes to the collective responsibility for achieving results Helps team decision making by their own contribution and supporting others to contribute Makes a positive contribution to wider team processes such as problem solving, or implementing change	Always tries to understand the needs and priorities of colleagues and reports, builds relationships based on co-operation, respect and trust Facilitates in their team a culture of openness, co-operation, trust and responsibility Shares power within the organisation and across networks and develops constructive relationships with SMT and other stakeholders, to enable their true involvement in decision making	Able to work effectively in different cultural situations and with different groups Able to identify and understand 'politics' and negative behaviour in others and work through and resolve these positively and tactfully Is seen as a role model for partnership and teamwork Respected and trusted by everyone they work with
Competency	**Entry Level (2)**	**Desired Level (3)**	**Exceptional Level (4)**
Personal and Professional Development	Understands the nature and causes of their emotional reactions to particular situations and actively manages own emotions and reactions when necessary Is sensitive to the needs of others in difficult or pressured situations	Knows their strengths, and limitations, and understands how they impact on others in a range of situations, including when providing leadership that makes a difference to their team Recognises others' anxieties and problems, and facilitates them to find ways of dealing	Is open and realistic about their own competencies and shares this self- appraisal with their supervisor. Uses feedback from their supervisor to improve their self-appraisal skills Actively shares their own learning with people they supervise

		Actively participates in supervision, reflects on supervisor's feedback and applies this learning to future work.	constructively with these Uses reflection on their work in supervision to maintain and improve their work Maintains their own personal and professional development by using both formal and informal learning opportunities, independent of/in addition to, their supervisor's suggestions	Is able to reflect on the quality of supervision given and received and seeks to address any concerns appropriately Is a self-directed learner, able to accurately assess own development needs and consistently seeks to acquire new skills, knowledge and learning opportunities
Competency		**Entry Level (1)**	**Desired Level (2)**	**Exceptional Level (3)**
Recovery Orientated Practice		Is interested in and shows a commitment to learning about recovery within the organisational context	Understands how recovery applies to the work of the organisation	Is able to apply recovery principles and values to own work area. Actively promotes recovery with colleagues and the wider organisation
Competency		**Entry Level (2)**	**Desired Level (3)**	**Exceptional Level (4)**
Customer Care		Ensures that their service/team does not discriminate against people on the grounds of age, gender, race, ethnicity, faith, sexual orientation or ability. Works hard and invests time getting to know and developing good working	Develops feedback and evaluation systems that improve services. Contributes to a culture which is customer focussed and where the customer comes first, including responding to both internal and external customers.	Promotes awareness of the impact of stigma and discrimination and acts to reduce it, both within the organisation and with external agencies. Identifies and nurtures customer contacts that have a

	relationships with service users and other customers. Knows who their key customers are and is able to change own style to suit different customer's needs.		positive impact on work and/or Second Step.
Competency	**Entry Level (1)**	**Desired Level (2)**	**Exceptional Level (3)**
Finance and Business Awareness. **Relevance to Recovery:** Having good control of resources allows us to improve services and to increase choice for service users.	Has basic understanding of financial measures of performance as they apply to their department. Is familiar with products and services in own area. Strives to provide value for money in every transaction.	Uses financial measures to undertake analysis of department highlighting good and poor performance. Has knowledge of 'competitors', what they do and what services they offer. Understands, profitability, cash flow and key principles of cost benefit analysis.	Applies the results of financial analysis (e.g. benchmarking) to improve performance in own work area. Knows where department's strengths and opportunities lie and seeks to exploit them. Effectively manages own budget, monitoring and controlling the use of resources.
Competency	**Entry Level (1)**	**Desired Level (2)**	**Exceptional Level (3)**
Policy, Procedure and Practice. **Relevance to Recovery:** Policies and procedures inform our best practice. Services are delivered in line with equal opportunities and do not discriminate.	Always follows the organisation's policies and procedures. Knows where to find out about policies and/or procedures and asks for guidance if they are not clear.	Understands how, and can explain why, policies and procedures are applied for the benefit of staff and service users. Identifies areas where improvements to policy, procedure or practice can be made.	Actively pursues improvements to procedures which produce benefits to all parties. Challenges policies and procedures which have a negative impact on service delivery. Uses judgement to reach decisions on situations not fully

		Identifies when changes to practice impact on policies and procedures.	covered by policies or procedures.
Competency	**Entry Level (2)**	**Desired Level (3)**	**Exceptional Level (4)**
Working with Change **Relevance to Recovery:** **Staff and systems are flexible and respond to customer's changing needs**	**Is able to adapt to new environments and work in different environments.** **Prepared to contribute ideas when asked.** **Willing to try out new ways of working.**	**Is adaptable to new ways of working and is willing to accept new challenges.** **Contributes ideas for change and improvements in a positive and constructive way.** **Is flexible when changes are required, even at short notice.**	**Effectively implements changes in policy and procedure with guidance.** **Understands that the working environment is one of constant change and is able to explain and promote the benefits of change.** **Involves others when changes are required so they have a sense of ownership.**