



JOB DESCRIPTION

Job title: Business Development Support Officer

Service: Business Development Team

Grade: Grade 2 Point 11 - 15

Hours: 37 hours per week

Location: Homebased or Central Office (London) with national travel required

Reports to: Business Development Coordinator

Job Purpose:

The Business Development Support Officer will provide administrative and technical support to all elements of the team's work relating to Tenders and Service Implementation, including but not limited to the following Principal Accountabilities.

Principal Accountabilities:

1. To work with the team to achieve the objectives of the Organisational Growth Strategy.
2. To maintain, update and develop our Portal Link Database.
3. To seek out tendering opportunities for Business Development and to provide a summary of each to determine suitability.
4. To maintain and input on our CRM.
5. To maintain and input on our pipeline, tender and implementation analysis systems.
6. To support with implementation, tenders and funding applications i.e., collation of documents, formatting and proof reading.
7. To arrange and support Team Around the Bid and Team Around the Implementation meetings and conference calls.
8. To undertake background research and collate data and evidence to inform bid responses and support implementation processes.
9. Develop a core set of case studies and tender materials to be stored centrally.
10. To develop and maintain a list of potential referees for tender submissions - recording and monitoring the accuracy of the data and usage rates of each referee.



11. Contribute to the development of presentations and interview packs for bid interviews clarification meetings and implementation processes.
12. Monitor, update and review Business Development and Implementation files and documents.
13. To support Implementation and Development Managers with coordination and administrative tasks i.e., recruitment/TUPE work, minute taking etc.
14. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being people focused
 - b) Reflecting a 'can do' approach
 - c) Striving for excellence in everything we do
 - d) Having mutual respect for everyone we work with, work for and support through our services
15. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
16. To comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
17. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
18. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.



Person Specification

1. Educated to level two or above with a recognised professional qualification in Administration, Customer Services or equivalent, and evidence of a commitment to continuing learning and professional development.
2. Knowledge of and competence in the use of a range of Microsoft Office programmes including Office 365, Microsoft Word, Microsoft Excel and Microsoft Outlook.
3. Experience of setting up and running office systems.
4. Experience in, the use of spreadsheets and databases.
5. The ability to maintain records, collate statistical information and produce reports.
6. The ability to work on own including the ability to use initiative and prioritise workload and work to deadlines.
7. The ability to collate, format and proofread documents.
8. The ability to work as a member of a team.
9. The ability to work accurately and under pressure.
10. The ability to communicate effectively both verbally and in writing.
11. The ability to work flexibly and travel as required.
12. Able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being people focused
 - b) Reflecting a 'can do' approach
 - c) Striving for excellence in everything we do
 - d) Having mutual respect for everyone we work with, work for and support through our services