



Working with us:
Lead Business Development
Manager

Job Pack – April 2023



Contents

A note from our CEO, Derek Mitchell	3
About Citizens Advice Scotland	4
Employee Benefits	5
About the role	6
How to apply	7
Job description	8
Person specification	10

A note from our CEO, Derek Mitchell

“Thank you for your interest in joining the Citizens Advice Scotland team. Our employees play a critical role in helping to make society fairer, and in supporting our network of Citizens Advice Bureaux across Scotland.

We hope this pack will give you the information you need to decide if a role with us is right for you. We rely on each member of the team to bring their own unique skills, experience, views and commitment to our goals – it’s that combination which makes our organisation what it is.

The Citizens Advice network in Scotland provides much-needed advice and information to people of all walks of life, on a huge range of issues. We give a piece of advice every 19 seconds – face to face, online and by phone. The services we and our members provide make a difference in communities across Scotland and the rest of Great Britain, ensuring people are aware of their rights. It’s a powerful thing to be part of.

We look forward to hearing from you if you decide to apply, and to learning more about what you can bring to this role, and to the team.”



Derek Mitchell, CEO
Citizens Advice Scotland



About Citizens Advice Scotland

The Citizens Advice network in Scotland is the largest independent advice service in the country. Citizens Advice Scotland is a charity within this network – we act as a national organisation supporting and representing the service as a whole and the interests of citizens.

At the heart of the network there are 59 individual citizens advice bureau organisations across Scotland, all operating as independent charities in their own right, and generally focusing on providing support directly to clients. Each of these organisations is a member of Citizens Advice Scotland. Also providing significant added value are the national elements of the service run out of Citizens Advice Scotland, such as the Extra Help Unit.

We believe that every citizen should have access to free, impartial and confidential advice that helps them make informed decisions, whenever they need it and however they choose to access it. Whether that's face-to-face, over the phone or online, people know that wherever they see the familiar blue and yellow of our brand, they are guaranteed the same high quality of free, impartial and confidential advice.

Citizens Advice Scotland is committed to promoting diversity and inclusion. We offer a range of family friendly, inclusive employment policies and flexible working arrangements to support all our staff. We are also committed to equality of opportunity for all and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

Find out more at www.cas.org.uk.

Employee Benefits

Our people are our greatest strength and make Citizens Advice Scotland a great place to work. We place our people at the forefront of everything we do, and we offer a wide range of benefits to show how much we value everyone who works for us.

Work-life balance



- > **35 hour full time working week with flexible working opportunities**
- > **Flexitime system**
- > **Options for Blended Working:** please discuss options as part of the recruitment process)
- > **Generous leave:** 30 days annual leave + 10 days public holiday

Health and wellbeing



- > **Occupational Sick Pay:** up to 6 months full pay and 6 months half pay dependant on length of service
- > **Life Assurance Scheme:** financial security and reassurance for employees and their families.
- > **My Gym Discounts:** join gyms, health clubs, leisure centres, yoga studios, boot camps and outdoor activities at a discounted rate.

Financial benefits



- > **Pension scheme:** save for your future with an 8% employer and 4% employee contribution.
- > **Capital Credit Union:** access ethical financial services with a credit union membership.

Other benefits



- > **Generous Maternity, Adoption and Paternity Pay**
- > **Season ticket loans:** take out an interest-free season ticket loan to save on travelling to and from work
- > **Salary sacrifice schemes:** Various schemes including Cycle to Work and Home Technology schemes.

About the role

- > **Job title:** Lead Business Development Manager
- > **Location:** Edinburgh (with options for Blended Working)
- > **Hours per week:** 35
- > **Type of contract:** Permanent
- > **Job Level and Salary Scale:** Level 6, £36,603 - £44,738 per annum, commensurate with experience

*The successful candidate's salary will be determined in line with their skills and experience. New employees are normally appointed at the lower end of the salary scale and potential candidates should not expect to be appointed above the midpoint of the salary scale.

- > **Closing date:** 28 April 2023, 5pm
- > **Interviews:** Week commencing 15 May 2023

About the job

Business Development across Citizens Advice Scotland and the Bureaux Network provides a vital capability to meet our strategic aims and to support the Network's ambitions, as well as to secure the future of our services.

The Lead Business Development Manager will focus on maximising Citizen's Advice funding for strategic priorities, through developing new funding opportunities and revenue, sustaining existing income, building partnerships, and ensuring we have a long-term, strategic approach to developing our fundraising activities.

The business development function aims to build capacity across restricted, un-restricted and re-commissioning funding streams by undertaking a business development and income generation role at a national, regional, and local level.

Working in partnership with the Network to ensure the function is actively involved, both locally and nationally, to develop and support compelling propositions to funders. The Lead Business Development Manager will take a lead role in our service areas shaping, intelligence, and development activities, ensuring these are in line with our organisational priorities. Working with colleagues to ensure we have a comprehensive strategy for each service area that includes a full understanding of the core and non-core advice areas we operate in, including funding flows, competition, and the political environment.

The Lead Business Development Manager, will have a lead role in developing and maintaining external relationships with funders and other organisations to ensure our financial sustainability goals are a success.

This role offers you the opportunity to work at the heart of supporting Scotland's largest independent advice network and to make an invaluable contribution to citizen's lives.

How to apply

To apply for this role, please send completed copies of the **Personal Details Form**, along with your current **CV** to: recruitment@cas.org.uk

In addition, we ask you to provide a **written statement** with examples which demonstrate how you meet the requirements of the post, as set out in the job description and person specification.

Equality & diversity monitoring

To help Citizens Advice Scotland monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form **separate** from your other application documents by emailing it to: equalitymonitoring@cas.org.uk



Job description

- > **Position:** Lead Business Development Manager
- > **Responsible to:** Director of Business Development & National Funded Services
- > **Line manager responsibility:** Yes
- > **Budget responsibility:** Yes

Key responsibilities

- > Support the development and execution of our finance strategy which ensures our service areas are more financially resilient, key areas of growth are identified and strategies are in place for maintaining our current funding levels.
- > Develop and maintain plans in partnership with local and national staff for each of our restricted and un-restricted funding streams.
- > Ensure robust plans are in place that provide an overarching framework for our recommissioning work.
- > Support the influencing and shaping of key stakeholders thinking to ensure specifications are in light with our evidence and data and with our overall organisational priorities.
- > Engage across the organisation, locally and nationally, to ensure engagement in specific strategies, plans and bids on behalf of the organisation are in place with a key focus on deliverability and outcomes.
- > Ensure that propositions developed, align with our strategic ambitions, are price sensitive and do not risk our brand or reputation against a structure and service that demonstrates sustainability.
- > Ensure systems and processes are developed and regularly monitored to appraise progress across all our services development activities.
- > Report on progress and escalate appropriately to Executive and Board level.
- > Continually develop and implement best practice systems, processes and tools that make delivery better and more cost effective.
- > Provide expert insight and advice to the Executive and other senior stakeholders when required.
- > Lead on the identification and development of relationships with external partners within agreed service areas.
- > Build strong links with other teams and across the Network as a whole, evaluating and learning from collaborative business development activities and keeping on top of best practice.
- > Line manage staff as allocated to the postholder, including the planning and allocation of work, monitoring the achievement of deadlines, managing performance, and developing and supporting staff.

- > Create a positive working environment and embed a culture of high performance within the business development organisation and supporting functions.
- > Responsible for financial performance and reporting, including meeting performance management and financial forecasting deadlines and complying with year end budget holder responsibilities.
- > Deputises for the Director of Business Development & National Funded Services on business development matters.
- > Undertake any other duties as may be reasonably required within the scope of the role.

Accountability and Decision Making

- > Accountable for the management of the business development opportunity pipeline and knowledge hub
- > Accountable for the implementation and maintenance of a coherent and effective communication and engagement plan across all opportunities involving all stakeholders.
- > Expected to make complex decisions and to represent Citizens Advice Scotland, as well as managing stakeholder expectations, on a day-to-day basis.
- > Seen internally as the expert on business development and income generation activities. Providing advice and guidance to senior management and being a key decision maker in these matters.
- > The post holder should work autonomously and require minimal support and guidance from Senior Management colleagues, only referring on unusual or unprecedented issues.
- > Responsible for ensuring all the necessary governance and controls have been established, monitored, and reported against for the approval of opportunities.

Problem solving and Complexity

- > Expected to manage many complex issues and competing priorities, working within tight timescales.
- > Required to use judgement and expertise to reach decisions that are in line with Citizens Advice Scotland's values and strategic aims.
- > Problems will typically require significant investigation, interpretation, exploration, and analysis.
- > Expected to solve most problems without support, referring to the Director of Business Development & National Funded Services only in cases of unusual or unprecedented issues.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post.

Person specification

Knowledge, skills and experience

Essential

- > Experience in a managerial role within a complex environment involving multiple internal functions and external stakeholders.
- > Experience of all aspects of business development including opportunity development, funder positioning, engagement, and negotiation as well as proposal and bid submissions including commercial tenders.
- > Demonstrable experience of engaging with difficult topics and challenging conversations with a high degree of emotional intelligence.
- > Ability to plan and work effectively under pressure and to deadlines.
- > Ability to analyse complex information and make decisions / formulate recommendations quickly, putting forward persuasive arguments and appropriate business cases where necessary.
- > Excellent stakeholder management and influencing skills with the ability to, develop, implement, and manage effective communications planning and engagement to enable interfaces at all levels.
- > Ability to generate innovative and different approaches for the diversification of fund raising, including through promoting the charitable status of the organisation and pursuing pathfinder opportunities.

Desirable

- > A track record in successfully managing a similar business development and income generation function.
- > Demonstrable experience of financial management and budgetary control.
- > Demonstrable understanding of business risk, and experience of performance monitoring and reporting to executive and board level.
- > Knowledge and use of Public Contracts Scotland eTendering system.
- > Knowledge and use of a CRM monitoring and reporting system.

Additional requirements

- > Willingness and ability to travel within Scotland and occasionally within the rest of the UK involving work out with normal office hours and overnight stays.
- > Understanding of and commitment to the aims and principles of the Citizens Advice service.

www.cas.org.uk



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The Scottish Association of Citizens Advice Bureaux – Citizens Advice Scotland. Scottish charity (SC016637) and company limited by guarantee (89892)