

We're proud to care We're proud to work together We're proud to make a difference

At Moya Cole Hospice, there's one thing that motivates us and that's providing excellent care and support to those living with or affected by life-limiting illnesses.

We're continuously developing our plans for delivering world-class, innovative care to ensure Moya Cole Hospice is in the best shape possible for future generations.

You'll be challenged, inspired and empowered to help us achieve our purpose and to play your part in making a difference,

People matter

Lead and learn

Brave and bold

Together
we are stronger

Job Role Profile

Job Title: Head of Business Development

Salary: Hospice Band 8b £66,582-£77,368 (competency-based framework)

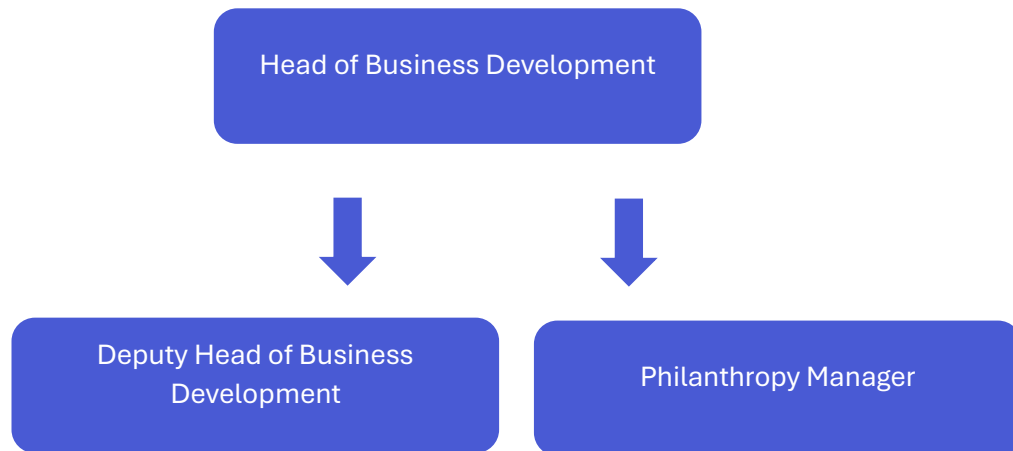
Location: Cross Site, Heald Green & Little Hulton with opportunity for hybrid working

Responsible for: Deputy Head of Business Development and Philanthropy Manager

Responsible to: Director of Finance & Business Development

Core Purpose: To lead the development and delivery of the Business Development Income strategy of the Organisation and deliver financial sustainability through voluntary and commercial income growth.

Team Organisational Chart



Job Summary

Responsible for an income budget of around £7m with ambitious plans to increase this. The Head of Business Development will be qualified to Post Graduate level with experience of managing a complex work programme often with competing demands and priorities.

Working within the values of Moya Cole Hospice they will implement and deliver the Business Development strategy and provide leadership and motivation to the Business Development Teams whilst managing multiple stakeholders and keeping abreast of market trends.

Working closely with the Director of Finance & Business Development they will constantly strive to drive performance, manage costs, and deliver strong income growth ensuring the Organisations ambitious plans to grow voluntary and commercial income and remain financially viable are achieved.

They will manage multiple projects and competing deadlines, as well as maintaining good corporate governance by managing risk, providing regular reports, and ensuring controls, processes and structures are in place.

Responsibilities

The Head of Business Development will:

- Lead the voluntary and commercial income streams of the Organisation including Retail, Fundraising, Individual Giving, Lottery
- Lead the development and delivery of an overarching business development income strategy and annual plan, delivering income growth year on year.
- Lead and develop capital fundraising plans as required to fund specific projects

- Conduct research and analysis to establish a deep understanding of supporter needs and sector trends to adapt and shape propositions to create mutual value and a competitive advantage
- Initiate, cultivate and manage strategic and sustainable relationships with high-net-worth individuals, senior corporate partners and high-level trusts and foundations capable of giving five to seven figure gifts
- Lead an agile, effective and innovative team to deliver against objectives and KPI's
- Forge effective strategic relationships both internally and externally to enhance the profile of the Organisation
- Propose innovative solutions to ensure the Hospice maintains a competitive advantage and exploits new technology to help drive and deliver efficiency gains and cost-savings
- Identify and manage the coordination of acknowledgement and recognition opportunities
- Support the Executive Leadership Team with the planning and implementation of business development opportunities
- Be responsible for the implementation, maintenance and operation of software used within Business Development Team, including CRM, EPOS and Lottery systems.
- Develop and implement organisational policies
- Report on performance to Executive Team, Board of Trustees and Board Sub Committees as required
- Hold an operating licence with the Gambling Commission for both remote and non remote lotteries
- Ensure all Business Development Team activities are compliant with relevant regulations, such as Gambling Commission, Fundraising Regulator and GDPR.
- Ensure effective controls, processes, and structures are in place.
- Manage the Business Development Team risk register,
- Ensure safeguarding considerations are in place for public-facing activities and events.

Skills, Qualifications and Experience

The Head of Business Development will:

- Hold a Post Graduate Degree or equivalent in relevant subject such as Business Management or Sales and be able to evidence continuous personal development.
- Have extensive experience in business development, sales or a related field.
- Have a proven track record of driving growth, meeting revenue targets and delivering results at a senior leadership level.
- Be skilled in identifying opportunities, generating leads, negotiating high value contracts and closing complex deals.
- Have a strong background in strategic planning and market analysis
- Be a natural relationship builder with high emotional intelligence with an ability to develop trusted long term partnerships with key stakeholders.

- Have the ability to build and manage high performing teams, key accounts and senior level client relationships
- Have experience of managing complex budgets and demonstrate a strong commercial acumen including a sound understanding of financial principles (P&L, ROI) to support data driven principles.
- Be skilled in negotiation and partnership development
- Have proven experience in leading, motivating and developing cross functional teams to deliver results in a dynamic, target driven environment
- Have excellent presentation, influencing and negotiation skills
- Have strong organisational skills with the ability to manage multiple priorities, initiatives, and deadlines while ensuring goals are met
- Be resilient and resourceful with a proactive approach to overcoming challenges, responding to business needs and driving continuous improvement
- Excellent verbal and written communication skills, with the ability to engage and influence stakeholders at all levels both internally and externally
- Be energetic, highly motivated with an enquiring mind and a passion for excellence and innovation in pursuit of business growth and success
- Have knowledge of the Charitable Sector
- Lead and participate in partnerships across organisations
- Demonstrate a commitment to equal opportunities and diversity
- Travel independently across locations as needed; flexible working including occasional evenings/weekends to support fundraising events, retail operations and campaigns
- Work within Moya Cole Hospice values and commit to its strategic direction
- Show commitment and motivation to the purpose of the Hospice

Terms and Conditions for Head of Business Development

Contract	Permanent
Work Pattern	37.5 hours over 5 days per week.
Location	Cross site
Free Parking	Free parking at our Heald Green and Little Hulton sites
Holiday	35 days, increasing to 37 days after 5 years' service and 41 days after 10 years' service (pro rata, inclusive of bank holidays). In addition, staff are able to buy up to 1 weeks' holiday per year via salary sacrifice, pro rata.
Pension	Contributory Stakeholder pension in which we match up to 7% of your gross salary. Or the ability to continue with a previously held NHS pension (subject to making contributions into the scheme in the previous 12 months).
Life Cover	All staff in the Scottish Widows Pension scheme (with the exception of bank staff) are provided with life cover of three times their basic salary in the event of their death whilst employed by Moya Cole Hospice.
Health Cash Plan	We offer access to an employee paid health cash plan. That allows employees to spread the cost of health expenses including dental, optical, physiotherapy and more.
Employee Assistance Programme	Employees can access telephone and online counselling 24 hours a day. Face to face counselling is also available and support on issues including debt, employment law, benefits and housing.
Probation	Six months
Notice	12 weeks
Safeguarding	Any post holder within the organisation will be expected to undertake safeguarding training appropriate to their role and adhere to safeguarding policies and procedures. All staff must work in accordance with their statutory roles and responsibilities in relation to safeguarding in accordance with the Working Together to Safeguarding Children 2023, The Care Act 2014, and Prevent Duty 2015.