



FALKIRK CITIZENS ADVICE BUREAU

BUSINESS DEVELOPMENT MANAGER

Name of Employer: Falkirk Citizens Advice Bureau

Job Title: Business Development Manager

Hours: 35 hours per week

Responsible to: Chief Executive

Responsible for: Business Development and Specific Projects

Summary of key responsibilities:

- Develop and drive forward the business development strategy and diverse business activities across a range of income streams to maintain existing services and additional service development for Falkirk CAB
- Management, implementation, development and successful delivery of specific projects
- Develop and drive forward the communication strategy, including managing PR, social media and advocacy of key issues.
- Support the CEO to establish, develop and maintain partnership and interagency relationships.
- Assist CEO in identifying opportunities to support the development and expansion of services.
- Ensure Health & Safety policies and procedures are reviewed, updated and implemented in line with current legislative requirements.
- Ensure office premises are properly maintained and refurbished in compliance with lease agreements and Health & Safety at Work Act.

General Responsibilities

- Assist CEO with preparation of Business Plan and Business Risk Assessment
- Ongoing monitoring of Business Plan and Business Risk Assessment
- Develop and agree income generation strategy with CEO to identify and secure income streams to continue and expand service delivery.
- Manage our income generation pipeline on an ongoing basis identifying new opportunities for developments as they arise in line with strategic goals.
- Prepare funding applications in line with Falkirk CAB's development plans to funders from initial stages through to completion.
- Liaise with funders/potential funders and partners including Citizens Advice Scotland and other Scottish bureaux to identify best practice and opportunities for joint working.



- Develop a network of contacts within the community/voluntary sector and identify opportunities for the bureau's services.
- Provide funders and potential funders with accurate information when required and keep records of all contact with funders and outcomes of applications.
- Monitor and review the operation of specific projects providing operational and progress reports and advise CEO of possible development.
- Develop and agree a Digital/Marketing strategy with CEO.
- Manage consistent messaging across our day to day marketing channels including website and social media
- Prepare the annual report in conjunction with CAB team.
- Assist with preparation work for AGM.
- In conjunction with CEO and Finance Officer assist with the preparation and monitoring of annual income and expenditure budget for areas of responsibility

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the CEO.

Training

- Ensure all personal training/development is kept up to date to meet requirements of job - Complete annual CPD training hours.
- Ensure specific project staff training/development is kept up to date to meet requirements of the job – Complete annual CPD training hours to required standard.
- To develop promotional materials for potential users of the service
- To give talks/presentations to outside agencies/groups.
- To attend meetings and training identified by CEO.

Advice Work

- In collaboration with Advice Service Manager ensure specific projects advice work is delivered as per service delivery agreement and bureau policies/standards
- In collaboration with Advice Service Manager ensure case checking is carried out in accordance with Bureau procedures

Administration

- Assist in the production of briefing materials, social policy reports and information leaflets.
- Undertake other administrative tasks when delegated by CEO.
- To work within the aims and the values of the CAB service.
- To abide by health and safety guidelines and share responsibility for own safety and that of colleagues and clients.
- To undertake such duties from time to time that may fall outside of the above. For example, out of hours engagements such as delivering a talk to local groups.



Quality Assurance

- To work with CEO and other staff to assist in the development of Quality Assurance within the Bureau and comply with Quality Assurance /National Standards policies.
- Assist CEO with preparation for CAS Audits and National Standards
- Carry out case checking to Quality Assurance/National Standards.

Other

- This is a new role and the job description may evolve as the job does
- To work within the aims and the values of the CAB service.
- Take ownership of delegated tasks within the strategic plan
- To abide by health and safety guidelines and share responsibility for own safety and that of colleagues and clients.
- To undertake duties from time to time that may fall outside of the above. For example, out of hours engagements such as delivering a talk to local groups.
- To carry out any other reasonable task as requested by the CEO or Board of Directors



BUSINESS DEVELOPMENT MANAGER - PERSON SPECIFICATION

E – Essential

D – Desirable

BUSINESS DEVELOPMENT MANAGER	COMPETENCIES
QUALIFICATIONS	<ul style="list-style-type: none">• Management qualification or relevant work experience E
EXPERIENCE	<ul style="list-style-type: none">• 2 years' experience in business development/fundraising role E• Proven track record in generating income through, from range of sources including trusts/foundations E• Experience of monitoring, evaluating and using evidence for funding purposes E• Experience of building and maintaining stakeholder relationships in relation to business development activities D• Experience of communications across a variety of mediums, including an excellent understanding of managing social media and digital platforms to convey key messages E• Line management experience D• Project development / management D• Experience in the preparation of marketing materials and delivering public/stakeholder



	<p>presentation E</p> <ul style="list-style-type: none">• Experience of preparing reports, plans and proposals. E
SKILLS AND ATTRIBUTES	<ul style="list-style-type: none">• Ability to work without close supervision, prioritise own work and meet deadlines E• Ability to work under pressure E• Ability to communicate effectively, both orally and in writing E• Understanding of the main principles and methods of statistical gathering and service evaluation E• Ability to work hours flexibly as required by the needs of the service. E