

## JOB DESCRIPTION

<b>Job Title</b>	Business Development Manager
<b>Organisation</b>	Care Providers' Voice
<b>Reports to</b>	Director
<b>Location</b>	London Borough of Redbridge Council Head Office, Lynton House, 255-259 High Road, Ilford, Essex, IG1 1NN
<b>Salary</b>	£38,000 per annum
<b>Care Providers' Voice</b>	
<p>We are a free network connecting all care providers across London. There are Care Providers' Voice WhatsApp groups and virtual meetings for each of the individual boroughs to connect providers locally for current information and support.</p> <p>Our objectives are for providers to:</p> <ul style="list-style-type: none"> <li>• Have a platform for information sharing and peer- to- peer support</li> <li>• Have a stronger voice of social care in health</li> <li>• Have greater resources for social care</li> <li>• Improve the profile of social care</li> <li>• Encourage new entrants to work in the sector</li> <li>• Influence social care policy</li> <li>• Collate providers' experience to communicate to local and central government</li> </ul> <p>Skills for Care is supporting this initiative to help provide support to members and organisations with workforce issues</p>	
<b>Purpose of Job</b>	
<ul style="list-style-type: none"> <li>• To contribute to the achievement of Care Providers' Voice objectives, particularly in relation to Employment, Skills and Enterprise provision.</li> <li>• To drive business growth</li> <li>• To draft strategy and business plan</li> <li>• To oversee development</li> <li>• To engage with Barking&amp; Dagenham, Havering and Redbridge local authorities</li> <li>• Being proactive to represent social care within health systems and Integrated Care Systems</li> <li>• To ensure KPIs and audits are produced and distributed as required</li> <li>• To promote Care Providers' Voice</li> <li>• To fundraise for future development to ensure sustainability of the network and its objectives</li> <li>• To manage the Business Administrator and Job Brokerage Officer.</li> <li>• To source local employment opportunities, including apprenticeships, to local residents to help develop a strong local workforce</li> <li>• To promote collaborative working amongst Care Providers' Voice partners through information sharing and referrals.</li> <li>• To oversee the development of Care Provider's Voice digital hub</li> <li>• To work with the wider Care Providers' Voice team and counterparts in other boroughs as required.</li> </ul>	

## PERSON SPECIFICATION

### Experience:

Good working knowledge of social care, health and local authority systems

### Competencies:

- Tenacity and drive to seek new business and meet or exceed targets
- An excellent telephone manner for making initial contact and for ongoing communication with customers and business associates
- Interpersonal skills for building and developing relationships with clients
- Written and verbal communication skills - needed for communicating with a range of people, both internally and externally, as well as presentation skills
- IT skills, including the use of spreadsheets
- Teamworking skills and a collaborative approach to work
- Decision-making skills
- The ability to multitask and prioritise your workload
- Project management and organisational skills
- The ability to motivate yourself and set your own goals
- Negotiating skills
- The ability to think strategically
- The ability to analyse sales figures and write reports
- A flexible approach to work with the ability to adapt to a fast-paced, ever-changing environment
- Initiative and the confidence to start things from scratch.

### Building relationships, working together and in partnership:

- Co-operates and works well with others in the pursuit of team/organisational goals, sharing information and supporting others.
- Establishes and maintains constructive and open relationships with a wide range of people.

### Embracing change:

- Is adaptable/receptive to new ideas.
- Is willing and able to deal with changing priorities and circumstances.

### Respecting & implementing diversity:

- Displays an understanding of equality issues
- Understands the impact of disadvantage on minority groups

### Customer focus:

- Listens to the needs/views of all customer/providers/service users.

To apply please submit your CV and a cover letter to [info@careprovidersvoice.co.uk](mailto:info@careprovidersvoice.co.uk)  
Closing date midnight 06 Feb 2022. Interviews to be held during week commencing 07 Feb 2022.