

LONDON BOROUGH OF MERTON
ENVIRONMENT AND REGENERATION
JOB DESCRIPTION

POST TITLE:	Business Development Manager
Grade:	MG1
Department:	Environment & Regeneration (Regulatory Services Partnership)
Location:	Various offices according to the needs of the service
Responsible to:	Head of the Regulatory Services Partnership
Responsible for:	Overall responsibility for a team of up to 30 staff and with a wider responsibility for the overall provision to 3 client boroughs. Direct management of 3 to 4 Team Managers and a number of professional and administrative staff.
Post number:	TBC
Date:	September 2018

MAIN PURPOSE

- To be the partnership's commercial lead across a wide range of statutory regulatory services and to manage the provision of business growth and development, and the management of corporate functions across the three London Boroughs (Merton, Richmond and Wandsworth) that make up the Regulatory Services Partnership (RSP) and any associated arm's length delivery vehicles or additional contractors. The areas are:
 - Finance
 - IT and Technology
 - Business Support
 - Business Process Re-engineering
 - Commercial service delivery
 - Business Development
 - Customer Services
 - Marketing
 - Income Generation
 - Innovation and Performance
 - Service Level Agreements
- To ensure that the commercial, financial, technology and business development advice provided to each of the three partner boroughs is focussed, innovative, cost effective and in accordance with the overall vision, aims, values and objectives of the Regulatory Services Partnership.



- As a member of the RSP management team, to be the senior manager with lead responsibility for provision of commercial, marketing, IT and business development advice across the three partner boroughs – and managing the relationship between customers, stakeholders, staff and the RSP.
- To work with the RSP managers and teams to identify commercial income generation opportunities, as well as developing a business and marketing plan to identify growth to the existing RSP market share for the future.
- To be responsible for all workflows, processes and procedures that operate in the Regulatory Services Partnership to ensure that they are delivering efficiency savings for the three member councils
- To be the commercial lead for the Regulatory Services Partnership; leading on the procurement of systems, the establishment of robust financial processes for charging clients and recovering income of approximately £6 million.
- To provide leadership to a large multi disciplinary Business Support Team, setting the strategic direction and agreed targets for delivery, as well as ensuring that all elements of the service are managed appropriately – particularly in the provision of services to the three partner boroughs.
- To contribute to the three authorities over arching business strategy; and to ensure the provision of innovative, efficient, customer focussed support services in line with the key business targets and objectives. All work will be carried out with political sensitivity and in accordance with the wider considerations of each local authority.

MAIN DUTIES AND RESPONSIBILITIES

- To lead on the development of the RSP income plan – ensuring that robust plans are in place to bid for work, to lead bid processes to set up an annual subscriptions arrangement, to expand current income generation schemes and opportunities
- To be a Member of the RSP Senior Management Team and participate in the overall management of the RSP.
- To be responsible for the management of both internal and external budgets within the RSP – managing the contracts with service suppliers, and being responsible for the management of income collected by the RSP on behalf of the three Boroughs. (c.£6m)
- To deliver an innovative, customer centric IT and mobile technology platform for the Regulatory Services Partnership.
- To work alongside the RSP Senior Management Team in the development, implementation and management of Service Level Agreements with internal and external clients and customers, including liaison with clients at a senior level, including complaints handling and reporting and the identification and delivery of customer and client needs.



To keep abreast of developments in this area and seek areas for improvement and innovation.

- To be the external eyes and ears of the practice – horizon scanning and developing plans and strategies that will help the RSP maintain and grow its market share.
- To provide leadership across The RSP and particularly for the Commercial team; ensuring that the values and vision of the practice are implemented.
- Any other duties as requested by the Head of the Regulatory Services Partnership or the Assistant Director – Public Protection (Merton)

**LONDON BOROUGH OF MERTON
ENVIRONMENT AND REGENERATION
PERSON SPECIFICATION**

POST TITLE: Business Development Manager
Grade: MG1

Qualifications and Experience

Professional and post specific requirements

- To degree standard and or relevant professional qualification
- A solid track record in the development and management of a commercial business arm within the private or public sector, with significant tangible results
- Evidence of developing new business and income generation opportunities in the private or public sector, including being able to evidence solid market share or income growth achievements
- Experience of managing a finance and IT function within a demanding and complex customer and client environment
- Marketing and business development skills within a similar operating environment
- Leadership experience in terms of managing senior professional, managerial and technical staff. The ability to manage, inspire and motivate employees and colleagues
- An understanding of the regulatory services environment of local government and the wider private sector. Experience of working within a Board structure
- Significant experience of corporate working with exposure to partnership development, contract negotiation and effective performance management
- An understanding and practical experience of the application of key business re-engineering, Agile and Lean tools to generate improved efficiencies and outcomes.

Skills and Knowledge

- Significant personal gravitas and charisma with an ability to operate with confidence and credibility at the highest levels with customers, politicians, clients and partners.
- Outcome driven, with a strong commitment to the promotion of commercial thinking and delivery and the development of a continuous improvement culture
- Pragmatic and forward thinking with an ability to think 'outside the box'



- Intellectually powerful with a good degree of political nous and experience of operating in politically sensitive environments
- Ability to be able to travel to and from partner boroughs.
- Excellent communication skills, both orally and in writing
- Ability to work flexibly and out of usual working hours when required to do so.