



## Job Description

**Post:** Business Development Manager – Operations Team  
**Grade:** Senior Management – (To join the team post successful probation)  
**Dept:** Training and Consultancy  
**Report to:** Managing Director

**Salary range:** £18,720 – £28,600

(All salary payments are pro-rata of full time 40hrs per week. Unless otherwise stated staff are paid hourly for hours worked)

### Purpose

The nature of the training and development role is company specific, with the level of responsibility and variety of activities dependent on the type and size of project requested. To develop external contacts in order to secure new funding sources for training and projects that are congruent with the nature of the business. To ensure courses and the Training centre are financially viable thus extending the training portfolio of the company.

To offer an imaginative, dynamic, efficient and effective response to promote and developing the work of One to One Support Services Operations Team and its staff. To promote and sustain the companies activities through;

1. development and growth of current provision and new localities
2. exploiting new opportunities and extending the range of the course portfolio where developments are compatible and mutually beneficial
3. working within budget predictions and planning to support sustainable services and the company

### Key Responsibilities

1. To assist and liaise with the Managing Director (QAC), ELLO Coordinator and Training Academy Manager with regard to the development of the teaching centre.
2. To identify and secure revenue streams, undertake capacity and cost profiling of planned programs, and monitor delivery to ensure excellent performance and return on investment of all training and development programmes.
3. Working with the Training Centre team and the Operations Management team to produce programs that meet internal Care and Vocational staff needs at One to One Support Services.
4. To support the current contracts by supporting the Training Academy manager where required
5. To help the Managing Director solve specific training problems that may occur.

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6. To work with the Marketing lead to develop strategies to ensure that participant numbers for courses are adequate for financial viability, and to ensure courses are profitable
7. To secure new funding sources for training and projects that are congruent with the nature of the business
8. To work to an agreed program of work with targets designed to promote, develop and support the highest standards and widest access to new and existing business across the region. By doing so it is intended that this will also contribute to raising the profile of One to One Support Services.
9. To advise and provide information to the Managing Director with regard to market opportunity scanning and suggested action to take advantage of future training and business development prospects for inclusion in the company strategic and business plans.
10. To liaise with the Marketing and IT officer as to the agreed promotional activities for the new products / courses / services offered by One to One Support Services. To attend requested events for the promotion of the Company. To support creative, positive, imaginative and dynamic ways of marketing and publicising the aims, potential and availability of the company to a wide variety of audiences / customers.
11. To provide in a timely manner, an agreed monthly report to the Managing Director of the progress of agreed targets, overall work plan, and new initiatives and networking.
12. To extend the range of partnerships for projects ensuring financial gain opportunities for One to One Support Services that are congruent with the nature of the business. To seek out, positively develop and maintain relationships with appropriate agencies in the region, gauging their needs in the context of training, qualifications and services.
13. To attend occasional staff meetings (Services(November meeting mandatory for all staff)), SAMS meetings monthly and supervision sessions with the Managing Director
14. To undertake Continuous Professional Development tasks that will be outlined in supervision sessions.
15. Plan persuasive approaches/presentations to convince organisations to do business with the company and increase the partners and opportunities available
16. Prioritise jobs and have the ability to anticipate changing needs of customers and clients. Follow industry trends and new legislations.
17. Build on market position by locating, developing, and defining, negotiating and closing business relationships.
18. In carrying out the duties and responsibilities set out within the job description and in the context of developing working relationships with others, you will be expected to demonstrate commitment to, and comply with, the specific requirements of One to One Support Services policies, procedures and staff handbook.

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19. Protect organisation's value by keeping information confidential.
20. To cold call as appropriate to ensure a robust pipeline of opportunities that result in additional contracts.
21. Efficient management and completion of all paperwork relevant to the post.
22. Work will be in the form of hourly work throughout the working week which is 7 days for One to One support Services. Expectation of some evening work. Expectation of travel.
23. To behave in a professional manner, maintaining positive working relations with clients and respecting the confidentiality of any information given by learners or staff
24. A firm understanding of Health and Safety and awareness of good practice.
25. To comply and adhere to One to One Support Services policies and procedures. To act at all times in accordance with Health and safety, equality and diversity, inclusion and quality assurance.
26. To attend any meetings/supervisions/staff meetings/events that are requested by the MD.
27. Schedule meetings with learners, employers and organisations at convenient times and locations to them.
28. To carry out any other duties consistent with the nature and Grade of the post.

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