

JOB DESCRIPTION

JOB TITLE: Business Development Executive

RESPONSIBLE TO: Operations Manager

PAY SCALE: Depending on Experience (Full/Part time would be considered)

CONTRACT TYPE: Fixed Term 12 months (initially)

PURPOSE OF THE JOB POST

To participate actively in the development, day-to-day activities and operation of the organization, its customers, staff, resources, systems, and process, and provide adequate support to the management team for effective delivery of business functions and to ensure strategic vision, mission and objectives of the organization is met.

RESPONSIBILITIES

The provision of professional, informed, and expert business development & advisory services to the organization. This includes:

- Directing and providing technical advice and support on business developments, client attraction, raising tenders, submitting bids, promoting partnerships and other specified commercial activities such as market assessments and income generation schemes.
- Commercial development & activities such as market intelligence, horizon scanning, retail development.
- Developing a wide and strategic approach to customer satisfaction, customer liaison. This include but not limited to ensuring consistent and value-based presentation of organization's services to customers and a defined focus on collection of business intelligence.
- Securing growth of organization's income including diversifying into new business/service areas including Self-Styled Customer Service. Working closely with partner organizations and providing adequate support where necessary.
- Sourcing and using benchmarking and comparison data to influence decisions relating to, tenders, business cases and strategic plans etc.
- To deputise where necessary for the Operations Manager and ensure business continuity.
- Developing effective and viable partnership and joint ventures that add value to the business, meets business objectives and deliver development projects on time and to budget.
- Leading business cases, tenders and ensure development of effective responses to opportunities for business development.

- To participate actively in effective business case development.
- To work closely with Operations Manager to ensure that the appropriate clinical, financial, activity, and performance information is in place to support development of proposals and tenders.
- To scrutinize development proposals, tenders etc., ensuring that specific tender requirements are met and to submit them on behalf of the organization.
- To identify business risks and opportunities and contribute to the maintenance of the organization's commercial awareness.
- To provide advice and technical support to the Operations Manager to enable them to focus on continual improvement of services while demonstrating continued improvements in value for money.
- To contribute to the continuous improvement of organization's policies and procedures in relation to tendering and commercial developments.
- To support the business development process by providing high quality information and business advice to support planned service changes and developments.
- To provide expert advice and technical support to Operations Manager in the development, production and presentation of business cases, tenders etc. in line with the organization's policies and procedures, National and local Guidance, and requirements.
- Commission or conduct appropriate market research and analysis (in conjunction with others) to inform and exploit business development opportunities.
- Help shape an organizational culture aimed at responding to customer demand, maximizing the potential of customer's choice, and ensuring the delivery of services which are aimed at existing and potential and existing service users.
- Work closely with the organization's Clinical Lead and Operations Manager to create an integrated approach to service transformation and business development.

The above indicates the main duties of the post, which may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post holder.

RISK MANAGEMENT

It is a mandatory requirement that holder of this role and all staff take a proactive approach towards mitigating and management of risks in all their activities. This includes adequate risk assessment of all situations, taking necessary and appropriate measures in identifying, reporting, and dealing with all

incidents, hazards and near misses.

RECORDS MANAGEMENT / DATA PROTECTION ACT

As an employee, you have a legal responsibility for all records (including patient health, financial, personal, and administrative) that you gather or use as part of your work within the organization. The records may be paper or electronic. You must consult with the Operation's Manager if you have any doubt as to the correct management of the records with which you work. Misuse of or failure to properly safeguard confidential data will be regarded as a disciplinary offence.

HEALTH AND SAFETY REQUIREMENTS

All employees have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the organization to meet its own legal duties and to report any circumstances that may compromise the health, safety, and welfare of those affected by the organization's undertakings.

CONFIDENTIALITY AND INFORMATION SECURITY

As an employee you are required to uphold the confidentiality of all records held by the organization, whether patient records or organizational information. This duty lasts indefinitely and will continue after you leave this employment.

All information which identifies individuals in whatever form (paper/pictures, electronic data/images, or voice) is covered by the Nigerian Data Protection Regulation, 2019 and 1998 Data Protection Act and should be managed in accordance with this legislation.

EQUAL OPPORTUNITIES

The organization provides a range of services and employment opportunities for a diverse population. As an employee you are expected to treat all patients/customers and work colleagues with dignity and respect, irrespective of their background.

ORGANISATIONAL POLICIES AND VALUES

The organization operates a range of policies, e.g., Human Resources, Clinical Practice. All employees must observe and adhere to the provisions outlined in these policies. As an employee you are expected to work in accordance with the organization's values.

SAFEGUARDING VULNERABLE PEOPLE (CHILDREN/ADULTS)

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the organization for further guidance. All employees could be required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

PROTECTION OF ADULTS/CHILDREN (CRIMINAL/BACKGROUND CHECK)

Background checks are carried out for all new appointments who have access to our customers/partners.

INFECTION PREVENTION AND CONTROL

Protection of our clients/partners from healthcare associated infection (such as MRSA and Clostridium Difficile) is everyone's business. All healthcare workers and employees have a duty to provide clean, safe care by observing basic hygiene i.e., washing hands (soap & water; alcohol gel) before and after contact with the patient and clients. Clinical staff additionally must practice Aseptic No Touch Techniques for invasive procedures and aftercare.

COMPLAINTS

The Organization offers an accessible and impartial complaints service, which is accountable, confidential, and effective. The service will be responsive, simple, and speedy, whilst remaining thorough. All staff should regard complaints as natural, positive suggestions on services that the Organization provides. Staff should be sensitive to the wishes, hopes and anxieties of clients, patients, relatives, friends, and the community generally.

CODE OF PROFESSIONAL CONDUCT

Those staff who are in professions where registration with one of the regulatory bodies is mandatory to practice, have a responsibility to abide by their professional code of conduct. Failure to do so may result in disciplinary action being taken which may result in the termination of your contract of employment.

SUSTAINABLE DEVELOPMENT

As an employee, you are part of our pledge committed to the reduction of the Organization's carbon footprint. Every employee can play a vital part and contribute to our social responsibility to use resources in a more sustainable way. You have a duty to ensure you participate in the recycling

programmes, energy saving plans, travel reduction strategies and new green initiatives that will be introduced to work towards a sustainable future.

GENERAL COMPETENCY ON DATA QUALITY

All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on the organization's computerized systems or manual records (paper records) and must ensure that such data is entered accurately to organization's data standards, in a timely manner to ensure high standards of data quality in accordance with the organization's Information Quality and Clinical Record Keeping policies.

Agreed By:

Employee's Name:

Employee's Signature:

Date: