

Job Title: Senior Business Development Specialist

Band: Band 5

Salary: £45,554 - £58,188 (£47,864 to £61,088 in London)

Location: Multiple roles across England based on the following Regions: Western England, North East, Yorkshire and Humber, Eastern England & South-East England.

Home-based working will be considered for all roles.

Main Purpose:

The Crown Commercial Service (CCS) is the largest procurement body in the UK, with an ambition to become a £30bn per annum organisation within the next 4 to 5 years. We are significantly expanding our Business Development team across England. These are key roles to support our ambitious growth plans, sitting within a newly-formed Customer Experience Directorate.

We are looking for business development specialists to establish, develop and maintain relationships with customers in public sector bodies across England - in education, health, local government, the third sector and with housing associations - helping them to deliver effective and efficient frontline services for citizens.

Our business development specialists will support customers to use CCS commercial expertise, products and services in order to deliver substantial savings for taxpayers by leveraging the collective buying power of the entire public sector. Last year we delivered savings and commercial benefits of £700m.

This is an exciting challenge for candidates with finely-honed business development skills who are committed to public service and driven by the challenge of working in a complex environment, with a wide diversity of customers with a breadth of procurement requirements.

Roles include:

- Working in our Wider Public Sector business development team encouraging customer organisations to use our deals for their procurement needs - everything from a small school requiring photocopiers, to the largest council with a £multi-million facilities management contract.
- Working in our Special Projects team, embedding with staff in large customer organisations, helping their own procurement teams to access CCS products and services to make significant savings and deliver critical projects on time and to budget.
- Working in our Central Government team alongside colleagues in the major departments of state such as the Ministry of Defence and Department for Work and

Pensions, or with their Arm's Length Bodies and agencies.

The work is interesting, rewarding and varied. This is an exciting time for CCS, and the Business Development specialists will play a critical role in driving the delivery of our corporate objectives.

Key Responsibilities might include:

- Supporting the Deputy Director of Customer Experience and colleagues across CCS to build strategic relationships with key customers to deliver business growth across all areas of the wider public sector in a defined region of England.
- Directly contributing to the development and execution of a Regional Account Plan which enables CCS to increase its penetration in a 3-5 year period by understanding customer commercial drivers, working closely with category teams to provide commercial solutions across a broad and diverse customer base, maintaining a detailed knowledge and understanding of the differing political and competitor landscapes, and ensuring this knowledge is shared effectively across CCS and supports the delivery of the Account Plan.
- Working within a business development team of 6-8 staff, deployed across the region, whose responsibility is to identify, establish and develop relationships with new and existing customers and key stakeholders, setting targets and identifying opportunities for CCS to secure new business and meet its growth objectives. You will ensuring rigour is applied to the segmenting and targeting of prime opportunities across the region.
- Personally leading engagement with specific key influencers in the region, to ensure that CCS is positioned as the commercial partner of choice and is consulted on all major commercial initiatives covered by the CCS portfolio.
- Working with and maintaining a high profile within the wider team to ensure that all business leads are rigorously converted into spend through our commercial agreements, through defining and refining robust processes for lead identification, qualification, tracking and conversion, agreeing priorities with the Regional Business Development Managers
- Being an exemplar and key driving force in the organisation's customer relationship management (CRM) strategy, working day to day with your team and strategically with peers and internal delivery teams to deliver excellent customer experience.
- Representing CCS at regional, cross-government and some national platforms, becoming 'known' amongst the buying community and building a strong personal network within your customer base.

Person Specification

- A track record of driving growth and business development within a dynamic and complex environment. Agile and adaptable, emotionally intelligent and comfortable with complexity and ambiguity.
- Commercially-focused and results driven, with the determination to make an impact, not least through instilling and leading on a team-wide customer service and commercial ethos across CCS.
- Able to comfortably span the strategic, operational and tactical levels, with a vision for the 'big picture' coupled with an eye for important detail and political landscape. Sharply-honed political antennae.
- Effective at stakeholder management and comfortable with engagement at all levels, both internally and externally, for example with the CEOs and CPOs of national public sector bodies. A highly effective influencer with gravitas and impact.
- Proven leadership experience and outstanding influencing skills, including all aspects of people management and effective cross-functional team working. A flair for spotting and nurturing talent and ensuring the team are engaged and high performing.
- Excellent oral and written communication skills and proficient in standard IT packages. Highly polished presentational skills, with a demonstrable ability to influence on a national stage.
- Highly numerate with a clear grasp of business planning and reporting. Expert at data analysis, with an eye for what's important and an ability to turn insights into actionable plans.

Competencies

- Seeing the Bigger Picture
- Making Effective Decisions
- Leading and Communicating
- Collaborating and Partnering
- Managing a Quality Service
- Delivering at Pace