

Job Title: Regional Head of Business Development (Wider Public Sector)

Band: Band 6

Reporting to: Deputy Director – Business Development (Wider Public Sector)

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 central purchasing organisation in the UK, with an ambition to become a £30bn per annum organisation within the next 4 to 5 years.

These are key leadership roles within the newly-formed Customer Experience Directorate. Post holders will be responsible for building and leading a team of regional account management and business development specialists whose purpose is to establish and develop relationships with customer organisations across the entire UK Wider Public Sector (education, health, local government, third sector and housing associations). They will support those customers to use CCS commercial expertise, products and services in order to deliver effective and efficient frontline services for citizens and substantial savings for taxpayers.

This is a challenging and exciting time for CCS, and the Regional Business Development Managers have a critical role in driving the delivery of the corporate objectives of CCS.

Key Responsibilities:

- 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.
- Specifically, the post holder will be responsible for developing and executing 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.
- Establishing and leading a team 6-8 of business development specialists, deployed across the region, whose responsibility is to establish and develop relationships with new and existing customers and key stakeholders, setting targets and identifying opportunities for CCS to meet its growth objectives. 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 the Deputy Director and the other Regional Business Development Managers 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.
- Be an exemplar and key driving force in the organisation's CRM strategy, working day to day with your team and strategically with peers and internal delivery teams to deliver excellent customer experience.
- Represent CCS at regional 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 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