



## **Business Delivery and Development Manager Job Description**

**Salary:** £25,000 p.a.

### **Hours of work**

- 37.5 hours per week
- No overtime payable but flexi-time can be taken
- 25 days annual leave plus bank holidays, increases to 30 days after 5 years of service

**Responsible to:** Managing Director

**Responsible for:** Programme & Admin Officer, Programme Managers, relationship and contract management with associates and partners

### **Purpose**

To provide strategic and operational direction to the high quality and effective delivery, development and evaluation of all of Embercombe's customer facing activity (eg programmes, events, venue hire, speaking engagements, outreach, partnerships) on site, off site and online, to meet Embercombe's business needs and purpose.

As part of the Senior Management Team this role has a key leadership role. What we mean by leadership at Embercombe is:

Leadership is a choice - a choice related to purpose.

If we know what we deeply *love*, this choice is liberating.

If we know what our *gifts* are, this choice can take form.

If we know what our *responsibilities* are, this choice becomes a necessity.

We believe true leadership is available to all. It is a choice that is renewed moment to moment.

### **Embercombe's purpose**

To be a powerful and innovative catalyst for the emergence of leaders and change agents who will take courageous action for a just, peaceful, and sustainable world.

### **Context**

Since 2014, Embercombe has been undergoing a period of profound change as we negotiate a transition from our early innovative pioneering days to the emergence of a professional, effective, and financially sustainable social enterprise. Over the last few years Embercombe has enjoyed consistent growth both in terms of reputation and delivery against business goals through the combined efforts of a very dedicated team. However, if our exciting enterprise is to achieve its potential and realise its ambitious mission, we will need to successfully transform ourselves by moving from organisational adolescence to adulthood.

The Business Delivery and Development Manager's role is pivotal in this process as she/he will be part of the Senior Management Team which will lead the design and implementation of the transformation journey to which we are committed. Specifically this role will co-ordinate the development and delivery of customer focussed revenue generating activity to enable Embercombe to achieve its purpose, and evaluate impact of activity in relation to that purpose. Like many similar organisations Embercombe depends upon the inspired commitment of a diverse range of staff, associates, and volunteers. The Business Delivery and Development Manager will need to be both skilled and experienced in integrating the talent and goodwill of this diverse community together with a focused, business orientated, and values driven team culture.

We believe that this next stage of Embercombe's journey will be pivotal in our development as an organisation and in our capacity to catalyse positive change in the world. Clearly the two are inseparable. We know that somewhere beyond our borders there is someone for whom this position would rank as one of those life-defining opportunities in which skill, experience, heart and vision collide and enable a deeply fulfilling and no doubt challenging life choice. If you are thirsty for an adventure, calm under pressure, resourceful, courageous, and with the appropriate skills and experience, please make an application.

## **Responsibilities:**

### **General**

1. Work effectively with other members of the Senior Management Team and Trustees to develop and deliver Embercombe's strategy to ensure the organisation's success and sustainability.
2. Act as an ambassador for Embercombe at all times, promoting and modelling our work and values.
3. Undertake duties other than those listed here as may reasonably be required from time to time.

### **Delivery**

1. Co-ordinate the sales, administration and delivery of all of Embercombe's customer facing activity in line with the organisation's purpose.
2. Provide effective relationship and contract management for associates and partners.

### **Development**

1. Co-ordinate the development, design, promotion and review of all of Embercombe's customer facing activity in line with the organisation's purpose.
2. Identify, develop and implement new opportunities for business activity and partnership in alignment with Embercombe's mission; develop effective CRM tools to track activity.

### **People and Resource Management and Measurement**

1. Support the development, well-being and effectiveness of your team through effective leadership and performance management in line with Embercombe policy and best practice.
2. Provide effective financial management (including pricing, procurement, budgeting, forecasting, reporting) in relation to all customer facing activity to contribute to Embercombe's financial sustainability.

3. Continuously review and evaluate all customer facing activity using KPIs and other methods to ensure alignment with Embercombe's purpose, delivery of high quality, safe, impactful activity, and effective resource management.
4. Identify and apply for external funding to support delivery and development of activity.

### **Risk and Compliance**

1. Provide performance, opportunity and risk analysis via proposals and reports to the Management Team and Trustees on all aspects of the performance and development of activity.
2. Ensure the protection of the organisation and customers through demonstrable compliance with all relevant guidance and legislation, including the regular review of relevant policies and records.

### **Knowledge, Skills & Experience**

1. Experience of developing, promoting and managing delivery of a diverse range of high quality, impactful and customer focussed revenue generating activities.
2. Preferably experience in design and delivery of learning and/or leadership programmes.
3. Experience of leading and developing a team.
4. Experience of designing, implementing and reporting against KPIs and other performance measures.
5. Excellent people, communication and influencing skills to enable effective relationships.
6. Experience of resource management, contract management and procurement.
7. IT literate with a good knowledge of standard office software.
8. Project management experience across multiple projects.

### **Person Specification**

The Business Delivery and Development Manager should demonstrate competence in all of the following:

1. **Behave Ethically:** Understand ethical behaviour and business practices, and ensure that own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the organization.
2. **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
3. **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
4. **Creativity/Innovation:** Develop new and unique ways to improve operations of the organization and to create new opportunities.
5. **Customer Focus:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
6. **Foster Teamwork:** Work co-operatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
7. **Lead:** Positively influence others to achieve results that are in the best interest of the organization.
8. **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
9. **Organize:** Set priorities, develop a work schedule, monitor progress towards goals, and

track details, data, information and activities.

10. **Plan:** Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.
11. **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

### **Working Environment**

1. The role will be office based, but you will need to move around the whole site in order to manage and monitor activity. The role will also require occasional travel to meet existing and potential new clients and partners, attend conferences and other events, and visit off-site programmes. This may necessitate occasional overnight stays.
2. Your hours are within a standard work week, but you may be required to work some evenings and weekends to monitor activities.

### **Important working relationships**

- **Trustees and Managing Director**
- **Senior Management Team:** paid team who report directly to the MD and who lead the key teams at Embercombe
- **Staff:** paid employees with specific roles and deliverables
- **Assistants:** intern positions paid a small stipend with specific roles and deliverables
- **Volunteers:** short and long-stay volunteers with no specific role
- **Associates:** freelance individuals who deliver many Embercombe's courses and workshops
- **External:** important external networks and organisations relating to the diversity of Embercombe's interests and commitments (e.g. local planning authority, local service providers, local community, aligned networks, collaborations etc).