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**Job Description**

**Deputy Chief Executive / Head of Operations and Business Development**

**Key Purpose of the role**

The purpose of this role is to lead the operations services areas of the organisation, including a combined community and witness services function, hate crime, volunteers and any agreed initiatives and operational service enhancements. The postholder will manage the business development functions, contributing directly to the increased scope of the organisations services. The postholder will support the Chief Executive in delivering optimal organisational performance and the best possible outcomes for victims of crime. The post holder will deputise for the Chief Executive in her absence.

**Reports to:** Chief Executive

**Direct Reports:** Service Managers and ISVA and Hate Crime Co-Ordinator

**Salary:** £40,000 per annum

**Location:** Central Office, Albany House, Great Victoria Street, Belfast

**Hours:** 35 hours per week

**Parking:** Car parking space provided

**Main Responsibilities:**

**Strategic Leadership**

Contribute to the development of strategic plans and initiatives in response to the needs of people affected by crime and the needs of external stakeholders

Lead the development of operational plans, including strategic and operational objectives, for the operations functions which support the delivery of strategic objectives

Support the Chief Executive in enabling the work of the Board of Trustees, in particular the General Purposes Committee.

In conjunction with the Chief Executive, continually develop the leadership team to enhance cross-functional working and improve overall organisational performance

**Management**

Recruit, manage and motivate operations services managers and staff to achieve clearly defined objectives which contribute to the strategic aims of the organisation

Ensure the effective and cost-effective delivery of the corporate services functions

Ensure the corporate services functions maintain and meet the policies, practices and procedures required by law and good practice

**Operations**

Provide a focal point for engagement with operations and other key stakeholders, ensuring joined up work programmes between commercial and operational parts of the organisation

Provide sound and appropriate advice to managers and staff on operational related matters, including robust maintenance of standards.

Ensure a fully compliant operations service is maintained to ensure integrity of service and the highest standards of offering in line with the organisation’s quality standards.

Ensure that all key processes and procedures are completed to the highest level and are accurate and fit for purpose

Plan, negotiate and manage a budget for the operations and business development functions ensuring maximum efficiency

**Business Development**

Support the Chief Executive in planning an organisational budget which meets funding requirements and delivers the best possible for victims of crime, identifying potential opportunities for growth which meets strategic aims.

Provide market intelligence and insight, developing strategy to achieve sustainable organisational growth, contributing to Business Development Business Planning.

Lead on proposal strategy, bid/no bid and qualify out decisions, formulation of bid strategy leading to successful bid and project lead on high value/high risk and strategic tenders, quality assure submission of bids/proposals.

Provide management oversight, supervision and challenge on high value, high risk, high priority tenders for both new and existing services/projects; providing feedback and continuous improvement from successful and unsuccessful tenders.

Provide challenge and quality assurance to bid management; risk assessment/mitigation and development proposal process, implementing robust systems to monitor and quality assure proposal management based on agreed standards.

Apply appropriate project management methodologies and leads on the roll out of new processes and project management tools.

Develop risk mitigation strategy, working with internal operational and support services to implement actions and overcome challenges.

Develop and maintain a robust network of legislative, corporate and governmental influencers.

**Other**

Identify and participate in opportunities for continued professional development which enhance organisational knowledge and expertise

Lead by example, providing a value based style of leadership to inspire others

The post requires a degree of flexibility and adaptability and therefore the postholder may be required to undertake further duties commensurate with the grade

**Person Specification**

**Essential Criteria**

1. A Degree or equivalent qualification
2. A minimum of 5 years’ experience of managing an operations function.
3. 3 years’ experience of working at senior management level, including demonstrable evidence of strategic partnership working and Board interaction
4. Proven ability in managing people to achieve targets and objectives
5. Experience of successful business development and delivering growth strategies including demonstrable success in bid writing and tender submission
6. Experience of leading new business presentations to internal/external audiences
7. Evidence of budget management and delivering within defined financial parameters
8. Evidence of managing projects from beginning to end using appropriate project mgt tools
9. Evidence of making effective decisions using analytical and problem solving skills with the ability to evaluate information and recognise trends
10. Ability to deliver multiple projects on time and multi task successfully.
11. Excellent organisational skills, attention to detail and proof reading, leading to the highest quality proposal submissions.
12. Knowledge and understanding of public services markets and challenges.
13. Strong negotiator, with the ability to identify and influence key decision makers.
14. Undertake risk assessment of proposals, including contracts and implement mitigation strategies.

**Additional requirements:**

* The post holder will be required to demonstrate the ability to meet the mobility requirements of the post
* It is desirable that the postholder has experience of income generation in voluntary and community sector

**Key Personal Attributes:**

* **Drive for Superior Results:** Displays energy, commitment and enthusiasm in order to achieve results of the highest standard and displays the courage to succeed and the tenacity to achieve with excellence
* **Building Relationships:** Builds relationships on the basis of integrity and trust and understands the critical importance of interpersonal relationships and networks in the achievement of quality results
* **Leading and Developing People:** Provides a positive role model for others, encouraging their contribution, development of talent and combining the abilities of all to achieve success for both individuals and the organisation
* **Business Sense:** Understands the strategies, priorities and goals of the organisation and the external influences which may impact on it. Uses this knowledge to make sound judgments for the benefit of the organisation and the people who use its services
* **Thinking :** Refers to the application of Knowledge, Skill and Best Practice to improve organisational performance.
* **Change and Innovation :** Refers to creative and inspired thinking which develops new approaches, achieves continuous improvement and actively supports and manages change.