# Senior Business Development Officer

## Role description

* **Salary:** Grade G
* **Location:** Hybrid working from any Sustrans hub, with occasional travel across the UK.
* **Line manager:** Business Development Manager
* **Department / Team:** Commercial Directorate

### Role summary

### The Senior Business Development Officer plays a key role in supporting Sustrans’ commercial strategies by managing and enhancing the competitive bidding process and ensuring the delivery of high-quality business development support.

### The post-holder will champion innovation, develop new Sustrans offers and improved processes. They will provide bid writing guidance and quality assurance to teams across the organisation.

### By fostering collaboration and leveraging internal expertise, they will strengthen Sustrans’ capacity to win new opportunities, build partnerships, and achieve financial and strategic goals.

### Key responsibilities

**Leadership and People Management:**

* Provide leadership and expert guidance to Sustrans staff across teams seeking business development support.
* Mentor and, where applicable, line manage more junior staff to ensure growth and development within the Commercial team.
* Proactively manage your own workload and openly communicate your capacity for additional tasks.
* Respectfully challenge conventional practices and constructively address any issues.

**Business Development Support:**

* Manage the bid development process for new business opportunities, collaborating with regional and national teams.
* Lead business case assessment calls, create bid plans, coordinate input from colleagues, and oversee the quality of bid content from inception to submission.
* Develop and regularly review the materials required for competitive bids, including Sustrans' Bidding Toolkit, standard text, and case studies.
* Ensure staff correctly implement Sustrans’ Bidding Framework and associated tools, improving processes and outcomes where necessary.

**Internal Commercial Strategies:**

* Support delivery teams in designing innovative methodologies by sharing research and best practices from across the charity.
* Manage and develop business development systems, including the CRM database, collaborating with senior coordinators and colleagues to identify and implement improvements.

**External Commercial Strategies:**

* Coordinate the roll-out of new services, products, and methodologies, ensuring alignment with organisational goals.

**Legal Responsibilities:**

* Collaborate with legal colleagues to complete reviews related to business development opportunities.
* Educate internal stakeholders about the need for legal reviews, ensuring compliance and risk management.

**Analysis, Reporting, and Documentation:**

* Provide data and insights to assess the performance of the central Business Development team.
* Report on and support improvements in the business development performance of bid writers across other directorates, driving enhancements in win rates, contract value, project margins, and client relations.

**Always Learning:**

* Maintain advanced bid writing skills, continuously refining techniques and strategies.
* Identify and develop complementary skills to support the capabilities of the commercial directorate.
* Collaborate with other teams through the bidding process, enhancing your knowledge of best practices and innovative approaches.

**External Relationships:**

* Support the Commercial Directorate in securing new work within its client base.
* Build and manage strong relationships with Sustrans' growth and partnership role holders, ensuring effective communication with new and existing partners.
* This should specify the highest-level duties the role will perform and should not be a list of task.

### Person specification

### Specific qualifications or experience required

* Experience managing the bid development process for large, complex opportunities.
* Proven track record in developing high-quality bid materials and supporting teams through competitive bidding.
* Demonstrated ability to mentor or manage junior staff members, with a focus on professional growth and skill-building.
* Experience using and improving CRM databases or other business development systems.

### Specific/technical knowledge required

* In-depth knowledge of competitive bidding processes, business development frameworks, and tools.
* Understanding of Sustrans’ strategic priorities and commercial landscape.

### Skills and abilities

* Exceptional organisational skills and the ability to manage multiple projects simultaneously.
* Strong communication skills, with the ability to write compelling proposals and convey technical information clearly.
* Analytical thinking to interpret data and provide actionable insights for performance improvement.
* A proactive and collaborative mindset, with the confidence to challenge the status quo respectfully.
* Ability to build and maintain strong partnerships internally and externally.
* A commitment to personal and professional growth, with a focus on innovation and continuous learning.

We strive to create an inclusive and diverse workplace. If you are passionate about our mission but don’t meet every listed requirement, we encourage you to apply. We value diverse perspectives and experiences

This document does not form part of the contract of employment but does outline our expectations. If we need to amend this document in the future we will consult with the post holder before doing so.

Sustrans is a registered charity in England and Wales (number 326550) and Scotland (SC039263).

We work for and with communities, helping them come to life by walking, wheeling and cycling.

We campaign to create healthier places and happier lives for everyone.

Join us on our journey. [www.sustrans.org.uk](https://www.sustrans.org.uk/)