

Group Business Development Officer - Job description

Role information

Department: Income and Engagement

Job Title: Group Business Development Officer

Grade: E

Responsible to: Group Director of Fundraising & Volunteering

Date: May 2025

Purpose of the job:

Working closely with the Group Director, and within the broad parameters set, identify and research new income opportunities for the Group not currently covered by Family Fund Business Services (FFBS) or Fundraising. Update the Opportunity Register with information pertaining to each opportunity, for consideration by Directors. Further investigate any opportunities approved for consideration and make recommendations on how the organisation might take those opportunities forward.

This role plays a key part in delivering the Growth Strategy by proactively identifying and developing new income opportunities that support the diversification of Family Fund Group's income streams.

Duties and responsibilities

- Research databases, e.g. charity commission organisation lists, Local Government tenders, etc to identify opportunities for the Group to consider. This might include opportunities that the Group could deliver but currently don't, or opportunities to partner with other organisations where the Group cannot deliver all the requirements.
- Seek out tender opportunities within relevant business sectors not identified by the existing Group horizon scanning processes.
- Update the Opportunity Register (OR) for the Group, ensuring that correct information is provided for decision making and prioritisation by Directors.
- Maintain and proactively manage the OR so that each opportunity that is approved for progression is being worked on or has been transferred to other teams to develop.
- Develop high level plans to advance new opportunities, then co-ordinate with relevant colleagues to ensure the timely development of detailed tenders, bids and proposals.
- As part of the opportunity development, contribute to developing the services that the Group can offer as new revenue streams.
- Target the identified organisations/funders and initiate contact via Family Fund Directors, or where appropriate personally, to generate new opportunities across public, private and not for profit sectors.
- Prepare and deliver sales presentations, as and when required, understanding the need to adapt style for the target audience.

- Respond to requests for information and follow up new customer leads, in a timely and professional manner, recording all activity via either Halo for FFBS or Salesforce for Fundraising.
- Update and maintain the CRM systems to report on lead generation and follow up appointments.
- Represent Family Fund Group at meetings, industry events, steering groups, presentations and conferences where required.

General

- Carry out appropriate duties as required supporting the operational management and strategic direction of Family Fund
- Carry out other appropriate duties as required by senior management.

Person specification

Job Title: Group Business Development Officer

Experience

- Presenting and selling to potential clients and funders
- Customer service and representing an employer in professional environments
- Development of bid and tender applications
- Working with CRM systems

Desirable

- Have worked for a fast-growth business or charity
- Creating new product offers

Skills, knowledge, and abilities

- Awareness of the political and economic environment in which the Group operates and ability to think strategically.
- Strong research and analytical skills.
- Excellent, writing and presentation skills with a clear and concise writing style.
- Good influencing, negotiation and listening skills with the ability to think creatively and quickly to make a convincing sales pitch.
- Ability to identify and the creativity to generate new income opportunities.
- Good team player - the ability to work in partnership with colleagues in a small team and learn quickly to deliver on objectives.
- Strong communication skills and ability to engage with a wide range of stakeholders.
- Excellent organisational skills - planning, prioritising and managing workload.
- Excellent time management skills with ability to meet key deadlines.

Desirable

- Good knowledge of the children's, families, disability, social care agendas and legislation.
- Good understanding of the operations of the entire Family Fund Group and ability to spot opportunities to sell.

Education/ Training

- Degree or equivalent demonstrable experience working in similar role(s).

Personal attributes

- Self-motivated and results driven.
- Tenacious approach to securing sales/income.
- Positive clear, open communicator
- Flexible, adaptable and resilient to work demands must cope well with change.
- Willingness to travel across the UK as required.
- Strong commitment to Family Fund's vision and purpose.

- Understanding of and alignment to Family Fund's Values – Supportive, Connected, Passionate and Determined
- Commitment to equity, diversity, inclusion and fairness for all.
- Commitment to safeguarding.