



BCRS Business Loans

Job Description – Head of Business Development – November 2021

- Job Title:** Head of Business Development
- Hours:** 37 hours per week. 9.00am to 5.00pm Monday to Thursday, 9.00am to 4.30pm Friday with 1/2-hour lunch break. Some occasional work in the evenings and early mornings may be required
- Holidays:** 28 days per annum plus statutory Bank Holidays
- Pension:** Up to 10% matching contribution to group personal pension scheme plus 4 x basic salary cover for death in service
- Other Benefits:** Annual £250 Personal Development Allowance, Health Cash Plan and Hospital Treatment Insurance. Discretionary Annual Performance Reward. Continuing professional development.

Car

Allowance: £500 per month plus .25p mileage allowance

Responsible to: Chief Executive

Other Key

Relationships: Business Development Managers, Operations & Marketing Director, Finance Director, Head of Credit, Portfolio & Compliance Manager, Marketing Officer, Office and Finance Administrators

Job Purpose:

This post **will develop, strengthen and coordinate** our proactive approach to business development, identifying new and emerging markets, developing products and services, developing new partnerships, and adding value to the existing skills in the team.

As Head of Business Development, you will be required to influence and clearly set out the commercial strategy of BCRS. You will be responsible for leading the BDM/sales team, managing the team's performance ensuring that fund(lending) targets are achieved.

Deliver performance presentations to key stakeholders such as British Business Bank, Local Enterprise Partnerships, Growth hubs et al

Working alongside Operations & Marketing Director, Finance Director, Head of Credit, Portfolio & Compliance Manager you will ensure that all other business KPIs are maintained and BCRS values upheld.

Main duties

Develop and deliver sales strategy/plan in coordination with Operations & Marketing Director

Lead the Business Development Managers (BDMs) in achieving BCRS' strategic goals in line with the overall business/sales plan

Drive sales activity to identify potential customers (B2B AND B2C) and develop lending propositions to distribute through BDM team. Grow deal flow and achieve targets for new loans. Manage and analyse the Sales Funnel and Enquiries Log and take appropriate action to ensure adequate deal flow

Explore opportunities for growth as guided by Chief Executive

Lead the (BDMs) and develop their ability to generate viable loan applications

Follow up with loan applicants and visit potential new borrowers to assess requirements. Secure other data necessary to perform sound appraisals and reviews and ensure information is recorded in customer files

Provide guidance to potential borrowers, with business advisors where appropriate, to develop new loan applications

Ensure that credit policies are strictly adhered to. Liaise with the Head of Credit and sanctioning team to challenge, influence, and review credit procedures and policies.

Work with Head of Credit to develop annual/ongoing training plans

Interpret key measures for clients enabling accurate initial and ongoing statistical reporting. Record information in customer files

Set individual performance targets in conjunction with the BDMs to achieve annual lending targets along with other business focused metrics and monitor performance against targets. Carry out line management duties including coaching and support, training and development, performance monitoring and appraisals. Approve annual holiday entitlements for BDMs to make sure deal flow is consistent

Alongside the dedicated BDM, develop and implement a bespoke sales strategy based on their geographical area. An understanding and appreciation of the different challenges that each geographical area experiences must be taken into consideration and actions put in place to mitigate.

Develop relationships at senior levels with banks and other bodies, setting out the BCRS mission and identifying how these fit with the banks (and other bodies) customer strategy/mission.

Promote the services of BCRS through attendance at networking meetings, conferences, trade fairs and other events along with being social media savvy when it comes to managing and utilising your social media platforms such as LinkedIn

Ensure the BDMs grow, develop, and maintain the referral network amongst bank officials, brokers, accountants, business advisers and other intermediaries

Manage the BDM expenses and hospitality budget to ensure value for money and ROI

Liaise with the Operations and Marketing Director and marketing team to ensure appropriate marketing activities are carried out to generate enquiries and deal flow

Liaise with the Portfolio & Compliance Manager on actions to address delinquency and reduce bad debt rate

Manage relationships within the wider organisation; understand the demands upon other departments

Attend relevant Board and Committee meetings

Attend monthly LT Meetings to report on BDM performance

Assist with funding applications/tenders

Produce management information as required

Attend regular work planning reviews and contribute to the strategic direction of BCRS

Demonstrate commitment to continuous improvement and development of all systems and processes to support the growth of the business and enhance the customer journey experience

Participate in personal and professional development activities as required to undertake the role effectively

Adhere to company policies and procedures including BCRS Performance Management Framework and Equal Opportunities Policy

Carry out any other duties required by the Chief Executive and other Directors

This job description is not exhaustive but is provided to assist the applicant to know what his/her main duties would be. It may be amended from time to time in line with the demands of working in a fast-paced and dynamic company.

Essential Skills:

- Leadership and people management/development –
 - A high degree of emotional intelligence with a collaborative and empowering personal style.
 - An ability and willingness to provide constructive challenge with a dynamic personal approach embodying resilience, self-reliance, integrity, and adaption to new scenarios.
 - Coaching and training skills (ability to know when one is needed over the other)

- Experience of Connecting and Developing New stakeholder/intermediary relationships
- Analytical skills inc strong credit assessment skills, ability to understand complex issues and communicate them effectively, verbally and in writing
- Experience of Connecting and Developing New Client Relationships
- Ability to persuade and influence, including influencing senior people internally and externally
- Ability to deliver high quality presentations and pitches
- Project management skills; ability to co-ordinate complex and multiple projects, delivering to a high standard
- Highly organised and able to develop systems and processes, prioritise, schedule tasks and, manage and resolve workload conflicts
- Able to motivate and develop staff, work across teams and build effective working relationships internally and externally whilst modelling our principles of equality, diversity and inclusion.
- Excellent understanding of the whole UK SME finance market
- Understanding of the challenges that UK SMEs are faced with and the support available to them
- Having a social conscience - putting yourself into the shoes of other people and understand how you can be involved in assisting them.

Qualifications:

Essential:

- 6 GCSEs or equivalent including Maths and English
- 2 'A' levels or equivalent

Desirable:

- LIBF or Chartered Banker Institute Level 4 professional qualification or equivalent (if this is not held you will be expected to gain this qualification)
- Leadership qualification
- Degree level education

Eligibility criteria:

The following will be ineligible to apply for this position:

- Anyone who is the subject of an undischarged bankruptcy restrictions order or interim order.
- Anyone who has been dismissed from paid employment within the last 2 years due to misconduct (without being re-instated) where that dismissal has not been the subject of a finding of unfair dismissal by a tribunal or court.
- Anyone who is under a disqualification order under the Company Directors Disqualification Act 1986;
- Someone who has been or is convicted of a serious criminal offence (in particular any offence involving dishonesty or any other in relation to promotion, formation, management or liquidation of a company). Anyone who is not capable of managing their own affairs.

DBS (criminal record) and personal credit checks will be required. If these raise issues about suitability, they may be taken into account when deciding whether to confirm appointment.