



Job Description Development Manager



Salary Scale: Grade 3 (£33,709 - £39,659)

Hours: 37.7 Hours per Week (Can be flexible)

Accountable to: Chief Executive

Responsible to: Director of Income Generation

This is a new role for Overgate Hospice and we are looking for a dynamic, self motivated, individual to help us develop new business relationships, income streams, and services to meet the needs of our local population. This is an ideal opportunity for someone who is innovative, enjoys a challenge and is not afraid of getting stuck in to shape the role. You would be joining a committed, compassionate, and energetic team at an exciting and challenging time.

Job Summary

This new role is integral to generate new income streams from either commercial enterprise, new clinical services that will secure additional funding from the public sector and/or securing more income from the services we currently offer. The post holder will develop and implement an income plan on how and where the hospice can raise much needed additional funds. The post holder will need to investigate new income generation initiatives both in clinical and non-clinical areas and assess which ideas are viable for implementation. The post holder will work across the Hospice and with local partner organisations in health and social care as well as with the local business sector.

The post holder will have excellent written and verbal communication skills and have experience of building and sustaining relationships across diverse teams and organisations.

The post holder will be highly organised with project management skills and the ability to implement new initiatives with the support and engagement of all staff, volunteers, stakeholders and Hospice supporters.

Minimum Qualifications / Experience Required

- Knowledge of the health and social care system.
- Educated to degree level or equivalent experience.

Key Working Relationships

Director of Income Generation

Director of Clinical Services

Clinical Teams

Income Generation Teams

Wider health and social system

External Stakeholders

Duties and Responsibilities of the Post:

- Working with the Director of Income Generation and Director of Clinical Services identify potential service developments in line with the Hospice clinical strategy that can raise income, for example the introduction of charging for some services.
- Develop business relationships with health and social care partners to deliver long term benefit for Hospice patients, families and carers and increase income further.
- Develop a partnership approach with commissioners to find areas to increase income and develop Hospice services.
- Identifying new business opportunities.
- Through appropriate horizon scanning and analysis, identify areas/contracts (CCGs, Board, Acute Trusts etc.) where additional resources can be secured.
- Support the implementation of the Hospice's strategic plan.
- Investigate new income generation opportunities and create business cases and plans to develop these areas. This could include but is not limited to:
 - Development of education in the community.
 - Charging for some Hospice services.
 - Commercial and social enterprise opportunities such as a café or nursery
 - Utilising the Hospice space with room hire (post covid-19).
 - Funding opportunities within the health and social care system including those for Capital Investment.
 - Consultancy Opportunities.
- Work with the appropriate department to implement these initiatives ensuring, where appropriate, contracting arrangements are put in place and KPIs are monitored at all times.

- Understand the needs of the Hospice, its services, events and supporters, and be able to respond effectively with an income plan of how the hospice can increase its income streams with new initiatives
- Appropriately and confidently represent the Hospice when communicating with and meeting with supporters, donors, local partnerships, patients and their families face to face
- Nurture relationships with all operational team leaders and with the wider Hospice staff, presenting a positive, 'can do' attitude at all times and fostering an ethos of mutual respect
- Work with the Marketing and Communications team to maximize publicity and marketing with a view to recruiting support and raising awareness
- Support other areas of Income Generation as directed by the Director of Income Generation.

Financial

- Ensure that all new services implemented are delivered against up to date, viable contracts with clearly defined and agreed service requirements and levels of care
- Monitor the delivery of the services against contractual commitments to ensure cost effective and best value care is delivered and that all legal obligations are met.
- Oversee and lead business and contractual elements of commissioning including negotiations, reviews, and debt management.
- Ensure that all Commissioners have an up to date, signed contractual agreement for all agreed services
- Ensure any identified risks are escalated including over / under-spend on agreed services
- To achieve annual budgeted income targets, objectives and agreed KPI's
- Prepare monthly activity reports and present to the Director of Income Generation and Director of Clinical Services.
- Ensure all financial procedures are carried out in accordance with internal and external audit requirements and in line with relevant Hospice policies.

General Duties

- Ensure all activities undertaken comply with current legislation and regulation standards.
- Represent Overgate Hospice at public events and external forums/organisations in a positive and professional manner.
- This post may involve weekend and evening work to fully support the Hospice development, for which time off in lieu will be given.

Safeguarding Children and Adults at Risk

All Hospice staff are required to act in such a way that at all times safeguards the health and well-being of children and adults at risk. Familiarisation with and adherence to the Hospice safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

Valuing Diversity and Equality

All employees should carry out their duties in accordance with the values and principles of valuing diversity and equity of provision. It is the responsibility of all employees to support the Hospice vision of promoting a positive attitude to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the Hospice's Equal Opportunities Policy.

PERSON SPECIFICATION

Attributes	Essential	Desirable	How Identified
Qualifications/Training			
Educated to degree Level or equivalent experience		X	Application Form & Interview
Knowledge			
Local Area		X	Application Form & Interview
Health and Social systems	X		Application Form & Interview
Experience			
Working under pressure to timescales and deadlines	X		Interview
Experience of writing proposals	X		Application Form & Interview
Contract writing and management	X		Interview
Experience of giving professional presentations	X		Interview
Experience of managing budgets	X		Interview
Commissioning procurement		X	Interview
Skills/Abilities			
Strong analytic skills	X		Interview
Good timekeeping and punctuality	X		Interview
Self-starter	X		Interview
Project management skills	X		Application Form & Interview
Strong negotiation skills	X		Interview
Well-developed interpersonal skills	X		Interview
Flexible attitude to be able to adapt to a changing environment and ability to prioritise workload	X		Interview
Computer literate and proficient in the use of Microsoft Office suite of programs	X		Application Form & Interview
Highly developed oral and written communication skills	X		Application Form & Interview
Self-motivated along with an ability to motivate and inspire	x		Interview
Ability to work in a team which includes volunteers	X		Interview
Ability to maintain confidentiality	X		Interview

Attributes	Essential	Desirable	How Identified
Methodical and organised approach to work with attention to detail/accuracy.	X		Application Form & Interview
Ability to work without supervision and use own initiative	X		Interview
Excellent people skills and ability to work with people at all levels (both staff and community members)	X		Interview
Ability to present and analyse financial figures	X		Interview
Excellent written and verbal communication	X		Interview
Excellent standards of record keeping, both written and computerised	X		Interview
Personal Attributes			
Empathy with and understanding of palliative care and Hospice ethos	X		Interview
Ability to deal with conflicting demands and pressures	X		Interview
Team player who earns the trust and respect of colleagues	X		Interview
Positive professional approach and image	X		Interview
Commitment to the purpose and values of Overgate Hospice	X		Interview
Emotionally resilient	X		Interview
A full driving license and access to a car	X		Interview