



Recruitment Pack for the Post of Head of Business Development
Badger 2023

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Welcome Letter

Dear Applicant,

Thank you for your interest in the position of Head of Business Development at Badger.

For over 26 years we have been the leading provider of NHS GP out of hours and urgent care in Birmingham and Solihull. We provide excellent NHS services for a population of over 1.6 million, delivered by our dedicated workforce of clinicians and support staff and with the support of a motivated head office team. Badger is a not-for-profit social enterprise that is value-driven and innovative.

This is an exciting and rewarding role with the opportunity to make a real difference in improving the health and wellbeing of our communities.

Rated as 'Good' by the Care Quality Commission (CQC) we have built up a respected reputation throughout Birmingham and the surrounding areas and have a national profile in the sector for being an exceptional organisation where quality service and quality improvement are at the heart of what we do.

We know that the future will be different with continued pressures on health sector services and an increased focus on improving value. However, against this shifting delivery context, one thing remains a constant - our passion to provide care that people can trust.

We are proud that our organisation is one of the most diverse in Birmingham and understand the benefits this brings to the quality of services. We warmly welcome applications from all irrespective of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

We have a strong and committed Board and a leadership team who ensure the organisation holds true to its values and delivers quality services that meet the needs of patients and commissioners. You will be part of our leadership team.

This senior and prestigious position will demand a high level of commitment, skill, and independence of mind. We believe the position will offer the successful applicant the opportunity to bring their own personality and skills to our caring, growing, and forward-thinking organisation.

I encourage you to apply and very much look forward to receiving your application.

Dr Fay Wilson
Executive Chair – Badger Group

About Badger Group

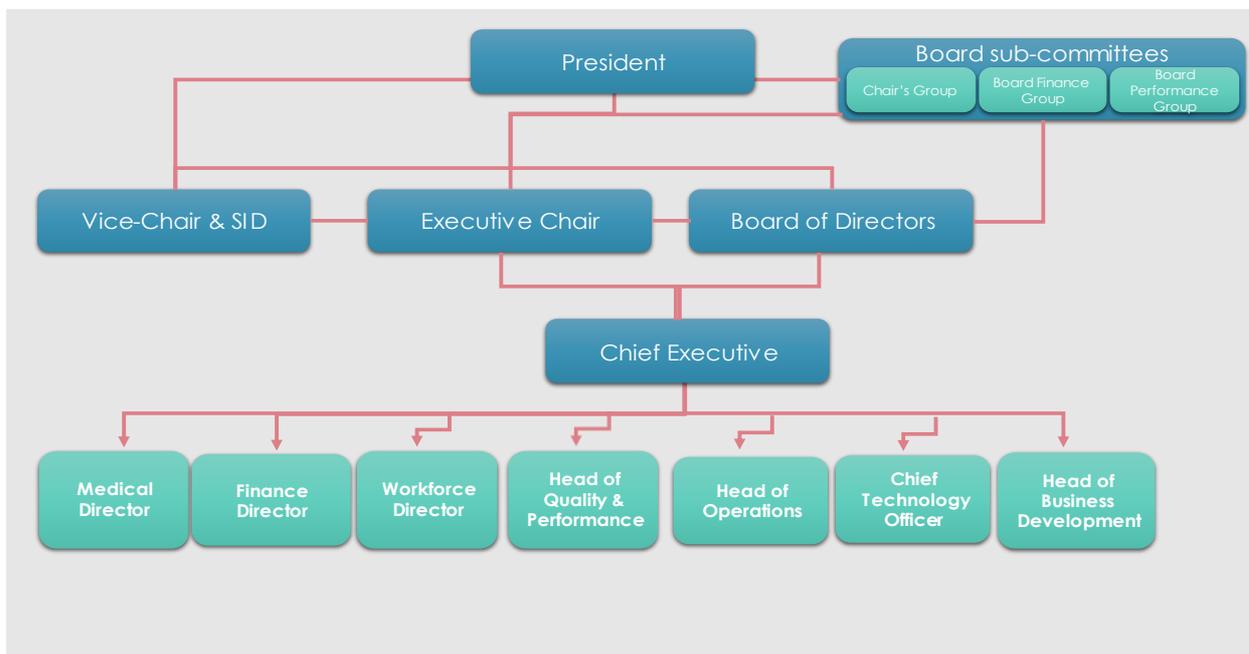
The Birmingham and District GP Emergency Room (Badger) Ltd is a not-for-profit social enterprise healthcare co-operative which includes, as part of its group of companies, Badger Medical Ltd, Badger Healthcare Ltd and Sett Support Partnership Plc. It has an annual turnover of £13 million and currently has a staff population of 422 people. 246 are non-clinical staff members and 176 are self-employed clinicians, the former currently spread across the following departments: Board Leadership; Medical Directorate; Finance; Workforce & HR; Quality & Performance; Operations; IT and Business Development.

Badger was established in 1996 by local doctors who joined together to initially provide an improved out-of-hours service for their patients. Today Badger has over 230 opted-in GP members in 60+ practices and provides 24/7 message handling, urgent primary care and GP out of hours service to a patient base of 1.6 million. It operates out of four sites in Birmingham located at Bourne Road in Aston, Glover Street, Stockland Green and Hurst Lane. It has received 'Good' rating by the Care Quality Commission (CQC) inspection in all five areas: safe, effective, caring, responsive and well-led.

Renowned for its extensive experience and focus on quality, Badger has built up a respected reputation throughout Birmingham and the surrounding areas and has a national profile in the sector.

Organisational Structure and Governance

At Badger, our Executive Chair, Dr Fay Wilson is the Chair of the Board of Directors and the overall leader of Badger. The Chief Executive manages the top management team and you will be part of that team:



Badger's Vision, Values & Objectives

Vision

Our vision is:

'Working in partnership to deliver care you can trust'

Values

Our 'SERQ' values are the engine of excellence – helping all our staff to be effective, efficient and contribute to providing quality service:

Safety: We believe in safety for all.

Efficiency: We eliminate waste and delay for the benefit of our patients.

Respect: We respect diversity in all its forms & treat everyone fairly.

Quality: We deliver high quality services, where everyone is a quality controller.

Objectives

Our objectives have been synthesised into six areas for action for the next five years. To aid recall and embed these in our organisation, these are based on 'BADGER' as an acronym. These are:

Build on what we do best

Achieve sustainability & growth

Develop new ways of working

Get our governance in gear

Excel as an employer

Resolve our risks

Job Description – Head of Business Development

Summary

Badger Health Group provides urgent primary care and GP out of hours services covering a patient base of 1.6 million across Birmingham & Solihull.

An exciting opportunity has arisen to join our organisation as Head of Business Development, who will have responsibility for business development and income generation activities.

We have a well-earned reputation for excelling in quality delivery and play a key role in providing urgent care and GP out of hours services across Birmingham & Solihull.

We are looking for a creative person who will be able to lead and innovate in bid writing and income generation and will be a key part of the senior leadership team.

Main Areas of Responsibility

The post holder will:

- 1) Develop bids and tenders in consultation with the Executive Chair, CEO, Board Finance Group, departments and members of the senior leadership team;
- 2) Keep abreast of national, regional and local developments, using hard and soft intelligence, identifying opportunities for the benefit of Badger. This will be both for the public sector and private sector;
- 3) Ensure there is strong representation from operational staff and cross departmental staff as well as patients/service users contributing to bids and tenders;
- 4) Undertake research & market analysis on new opportunities for developing business and provide briefings/proposals for considerations to the CEO & Board Finance Group;
- 5) Help support operational staff and managers to understand their contracts, the KPIs and contract compliance;
- 6) Develop positive internal relationships to ensure that cross functional understanding of new and existing business is achieved;
- 7) Record, and maintain a database of contacts, correspondence and engagements with key stakeholders, and evaluate the quality of these relationships to inform cultivation strategies and influence planning;
- 8) Develop positive relationships externally with a range of key stakeholders;

- 9) Represent Badger in a range of settings relating to business development and portray a positive and can-do approach within the framework of the Group's aims and objectives.

Additional responsibilities

- To lead on any development of commercial products/services.
- To provide regular reports to senior managers where appropriate, on progress of all tender/bids.
- To be part of a strong leadership team within Badger ensuring strategic, business and operational plans are delivered.
- You will support the building of relationships and partnerships and pursue funding avenues and to realise new service activity in line with the company's not for profit objectives.
- You will help support the management and leadership training and development within Badger to ensure that managers understand their contract compliance requirements.
- You will help develop the organisational performance standards and dashboard of KPIs.
- You will act with integrity at all times, ensuring motivations are trustworthy and that you respond with respect and act constructively towards others.
- You will build teams based on the values of respect, integrity, openness and the sharing of values, skills and knowledge that underpin Badger.
- You will lead by example, applying lateral and creative thinking to situations and encouraging others to seek solutions and improvements.
- To provide accurate, timely and comprehensive information and data for the purposes of monitoring and other review processes.
- To participate in the organisational senior management on-call system.
- To maintain a good working knowledge of current legislation, policies, practices and developments appropriate to the sector.
- Provide briefings on new models of service delivery or new opportunities within our sector.
- To develop and maintain good working relations with all internal and external stakeholders and to attend, participate and influence meetings/events as required.
- To act as an ambassador and promote the good reputation of Badger.
- To carry out any other duties when senior managers need extra support.
- To comply with all organisational policies and procedures, in particular, those concerning Financial Probity, Health and Safety, Risk Management, Safeguarding and Equality and Diversity.

Relationship to other roles

The Head of Business Development will report to the Chief Executive but work with other members of the Senior Leadership Team.

Equality and Dignity

The post holder will be expected to adhere strictly to the principles of fairness and equality in carrying out the role. At all times the post holder will be required to show respect for and maintain the dignity of patients, the public and work colleagues. Badger will not tolerate any form of bullying or harassment, violence or aggression against its employees.

Confidentiality

Your attention is drawn to the confidential nature of the information collected. The unauthorised use or disclosure of patient information or any other personal information, staff code of conduct and/or Data Protection Act 1998 is a disciplinary offence and could result in prosecution or action for civil damages under the Data Protection Act 1998.

Criminal Records Bureau

This appointment will be subject to a criminal record check from the Criminal Records Bureau at Enhanced level.

The duties and responsibilities outlined in this job description are neither definitive nor restrictive and may change in detail from time-to-time to meet the changing needs of the operation.

Person Specification – Head of Business Development

Criteria	Essential	Desirable
Education/Qualification	Holds appropriate degree level qualification or appropriate comparable experience.	Demonstrates a commitment to continuous personal development & learning.
Relevant Experience & Knowledge	<p>Proven track record of successful submission of tenders, bids and/or funding applications and achieving six figure income targets.</p> <p>Experience of successfully leading and motivating teams of staff to achieve targets.</p> <p>Knowledge of General Data Protection Regulations (GDPR) and other relevant legislation.</p>	<p>Passionate about health issues & some understanding of the health sector.</p> <p>Experience of successful joint working, multi-agency and partnership working within a social care and/or health care service.</p>
Skills & Abilities	<p>Excellent personal organisation skills and ability to meet all deadlines within a business-critical environment.</p> <p>Ability to formulate excellent working relationships with external parties and staff/colleagues.</p> <p>Able to write, quickly assimilate, analyse and present information and ideas to disparate audiences.</p> <p>The ability to work within set targets as well as to prioritise workload demands and positively respond to unforeseen challenges.</p> <p>Have excellent information evaluation and presentation skills, to support the production of regular progress reports, updates, and findings.</p>	
Personal Qualities	<p>Understanding of business confidentiality.</p> <p>Excellent interpersonal and communication skills with demonstrable ability to engage senior and junior staff.</p> <p>Commitment to equality & diversity and values of Badger Group.</p>	
Other requirements	<p>Required to travel across Badger locations and external meetings</p> <p>Flexible in attendance of meeting out of normal office hours</p>	

TERMS AND CONDITIONS:

Salary: £55 – 60k per annum (negotiable)

Hours: Full time

Contract: 3 years (with possibility of extension depending on performance)

NHS Pension Scheme

Location: Birmingham (in person)

Notice period: 3 months

HOW TO APPLY:

- A CV including details of positions held (and dates), senior experience and key achievements.
- A supporting statement explaining your motivation in applying for this position at **Badger** and also addressing how you meet the requirements of the person specification - maximum of three sides of A4.
- Full contact details (name, job title, organisation, address, phone and email) for two referees (including your current employer if applicable). We will not take up references without your prior agreement.

RECRUITMENT TIMETABLE:

Recruitment Stage	Date
Closing date	12pm Monday 13 th February 2023
Panel interview w/c	28th February, 1st & 2nd March 2023 (in person) at Badger House, Glover Street, Birmingham, B9 4EY

Appendix One Recruitment Advertisement

Head of Business Development

Location: Birmingham

Hours: Full time

Salary: £55 – 60k (negotiable) plus NHS pension

Badger is a key part of the NHS in Birmingham and Solihull and is the area's largest and most innovative provider of NHS GP out of hours and Urgent Primary Care. The last two years have revolutionised the way we work and we're seeking a special person to be our Head of Business Development to lead us into the new healthcare environment.

This exciting opportunity is based in our head office in the new Eastside development area in Birmingham.

We are looking for a creative person who will be able to lead and innovate in bid writing and income generation and will be a key part of the senior leadership team. You may be an up-and-coming Head of Business Development seeking a challenge or an experienced person wanting something different to rejuvenate your career.

The Head of Business Development will understand the NHS, relish the pressures facing urgent care services and be passionate about business development to deliver health care in an innovative way.

We seek an exceptional leader who is bold, authentic, resilient, honest, hardworking and emotionally intelligent.

For an information and application pack please email recruitment@badger.nhs.uk

Closing Date: Completed applications to recruitment@badger.nhs.uk
by **12pm Monday 13th February 2023**

Panel Interview: **28th February, 1st and 2nd March 2023 (in person) at Badger House, Glover Street, Birmingham, B9 4EY**