

Business Development Manager

Team	Salary
Reach & Respond	£49,410
Team responsibility	Line manager
Technology Function Business & Support Function Quality & Performance Function	Exec Director of Customer Service
The job in a nutshell This role contributes to the Beyond Housing strategic goal to provide reliable, quality services. As the business development manager, you will do this by contributing and leading the strategic development and sustainability of the service offerings and contracts. You will be responsible for the delivery of the technology, business & support, quality & performance functions for Reach & Respond. You will support the management team ensuring that operations meet the highest standards of efficiency, quality assurance, and customer satisfaction 24/7 to ensure TSA compliance.	

Duties and Responsibilities

- Provide effective day-to-day management of the Reach & Respond functions: Technology, Business Support, Quality & Performance.
- Build and maintain strategic relationships with key stakeholders.
- Support the finance team with the departmental budget, ensuring effective allocation of resources to maintain service quality while achieving financial sustainability and profitability.
- Working with the Reach & Respond management team to oversee the training and development needs of the pillars to ensure and support competency in service delivery.
- Working with the Reach & Respond management team to oversee the development and implementation of quality monitoring for core service delivery activities.
- Work with communications team to maximise opportunities for marketing and promotion.
- Lead the Reach & Respond Team for the preparation of the Telecare Services Association (TSA) audit, ensuring full compliance with TSA standards and maintaining quality assurance across the functions.
- Support the development and delivery of growth plans for Reach & Respond, ensuring growth targets and service development goals are met.
- Overseeing the identifying and pursuing of new business opportunities, including bids tenders aligned to the Reach & Respond pricing framework.
- Lead the review of the pricing framework, contracts and SLAs annually.

Version No	Revision Date	Reason for Revision	Job Evaluation Number
2	August 2026	New JD Template	

- Lead & collaborate on policy/procedure development and review for Reach & Respond

The above is not an exhaustive list of duties and the role holder will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

What you'll bring to the team/role

Knowledge and experience

- Able to lead, motivate and manage staff.
- Excellent skills in organising and prioritising.
- Ability to monitor, manage and improve performance.
- Excellent team development skills.
- Able to work collaboratively.
- Able to use and trust own initiative.
- Strong analytical and problem-solving skills.
- Ability to think and operate commercially.
- A track record of improving services and performance.

Competencies

Customer focus – Anticipates customer needs, strengthens relationships, drives consistent service improvements, and embeds customer-centric practices across teams

Working together and communication – Facilitates collaboration across functions, communicates clearly and effectively, manages stakeholders, and promotes a culture of openness and respect

Takes ownership and delivers results – Owns delivery of key outcomes, manages priorities, mitigates risks, and ensures consistent, high-quality results

Problem solving and continuous improvement – Analyses complex problems, implements effective solutions, and drives continuous improvement initiatives

Adaptable and flexible – Responds positively to change, supports teams through transitions, and adapts approach to meet evolving priorities

Risk-based thinking – Identifies and evaluates risks, supports risk-informed decisions, and applies proportionate controls to protect delivery

Qualifications

- Full driving licence (if you have a disability, we will explore reasonable adjustments with you)
- Good standard of education (NVQ level 2/GCSE's or equivalent) or relevant exempting experience.

It's a bonus if you also bring

- Experience of delivering services in housing, health, social care or call centre environment.
- Management or coaching qualification (e.g. ILM level 3 in Leadership & Management or Coaching and Mentoring, ICS coaching qualification).

NB: if you have a disability, we may explore reasonable adjustments with you