**Job Title**: Development Manager

**Department:** Innovation, By-Product & Service Delivery Team

**Reports to:** Principal Development Manager

**Direct Reports:** NA

**Location:** Mansfield / Hybrid Working

**Grade:** CA5

**Main purpose of the job**

As a Development Manager you’ll lead the way in proactively managing our established customers and contracts, whilst systemically growing and fostering strong relationships with new prospects, working with a range of public and private stakeholders alongside supporting the development and delivery of our by-products and services,.

You’ll support the Principal Development Manager in the discovery and development of new relationships, to help widen the Mining Remediation Authority’s customer base and deliver value and income from our by-products and services. You’ll achieve this by liaising between customers and cross-functional internal teams to ensure the timely and successful delivery of our solutions according to our customers’ needs, and through effective contract management.

Understanding the markets and industries we work with will be key and by working closely with key stakeholders within the team and across the business, you’ll identify innovative opportunities for new products and services and help build the proposals for these to be developed and taken to market to help future proof and diversify the Mining Remediation Authority’s portfolio.

**Responsibilities**

**Specific**

**Customer and contract management**

* Lead the way in building and maintaining strong long-lasting relationships with customers that result in trust, confidence and business growth for existing and new business
* Provide effective contract management for key customers and partners within your owned workstreams.
* Operate as the lead point of contact for matters specific to your customers and partners.
* Lead meetings with customers and partners (new and existing) to understand their needs, take ownership of the outputs and be able to respond effectively with a plan of how to meet their requirements
* Support the development of and implement strategic plans for departmental workstreams that adds value to the Mining Remediation Authority and the customers and partners business
* Demonstrate an ability to form and maintain positive relationships with stakeholders, by managing their expectations as well as the desired outcomes appropriately to deliver on objectives and goals
* Have a great understanding of the Mining Remediation Authority’s by-products and services and be able to advise others about them.
* Identify opportunities for on-boarding and leading enhanced system integration for strategic customers and partners
* Support the Principal Development Manager through attendance of events and industry boards
* Work with other Government organisations, to identify opportunities for us to support these organisations in dealing with mining legacy, reduce risk and improve cross organisation working

**Service delivery and development of opportunities**

* Be able to positively identify value as a benefit in other forms away from income, when considering activities, taking in to account other elements such as environmental and public benefits
* Research and identify new opportunities, whilst also thinking holistically across the organisation – including new markets, growth areas, trends, customers, partnerships, products and services – or new ways of reaching existing markets
* Help to identify problems and risks and present solutions and options to the Principal Development Manager
* Identify improvements to improve value of key products and services
* Support the delivery of new products and services in to the market.
* Acquire and interpret relevant information from a variety of sources to make sound commercial decisions.
* Support the Principal Development Manager with the production of business cases and proposals
* Analyse data trends to identify risks and opportunities and build strategies in response.
* Track key contract metrics against income expectations, clearly communicating results and progress of monthly/quarterly initiatives to internal and external stakeholders
* Give strategic direction to marketing campaigns to generate interest in the Mining Remediation Authority’s products and services
* Work closely with our colleagues in the wider Government organisations to drive value.
* Owning and seeing through end to end development of products and projects

**Supporting your colleagues**

* Maintain professional knowledge by reviewing relevant industry publications and establishing professional networks, ensuring updates are communicated to key internal stakeholders
* Assist with high severity requests or issue escalations as needed

**General**

* Act in line with the behaviours and values of the organisation
* Manage your own performance to be accountable for meeting individual, team and corporate objectives
* Act in accordance with the Scheme of Delegation and ensure propriety and regularity in the handling of public funds
* Actively demonstrate the Mining Remediation Authority’s customer service standards expected of your role
* Follow and contribute to the improvement of operational and team processes and procedures
* Assist with the preparation and delivery of the team’s objectives, budgets and financial records
* Identify opportunities and implement change leading to team development, system improvement and ensuring good value for money
* Maintain and develop positive stakeholder relationships in order to promote the Authority and assist it to meet its objectives
* Support research and development projects
* Ensure that the Authority’s statutory responsibilities are effectively discharged
* Carry out any further reasonable requests from your line manager

**Competencies Level**

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| --- | --- |
|  |  |
| **Seeing the bigger picture** - has an in-depth understanding and knowledge of how the role fits with and supports The Mining Remediation Authority’s business priorities | **4** |
| **Changing and improving** - responsive, innovative and seek out opportunities for continuous improvement | **4** |
| **Making effective decisions** - objective; uses sound judgement, evidence and knowledge to provide accurate, expert and professional advice in a timely manner | **4** |
| **Leading and communicating** - leads from the front and communicates with clarity, conviction and enthusiasm | **4** |
| **Collaborating and partnering** - creates and maintains positive, professional and trusting working relationships with a wide range of people, within and outside The Mining Remediation Authority, to achieve results | **5** |
| **Building capability for all** - has a strong focus on continuous learning for self, others and the organisation | **4** |
| **Achieving commercial outcomes** - has a commercial, financial and sustainable mind-set to ensure all products and services deliver added value and stimulate growth | **4** |
| **Delivering good value for money** - achieves a good mix of quality and effectiveness for minimal cost and to improve return on investment | **4** |
| **Managing a quality service** - plans, organises and manages their time and activities to deliver a high-quality customer experience | **5** |
| **Delivering at pace** - delivers timely performance, with energy, and taking responsibility and accountability for high-quality outcomes | **5** |

**Person specification**

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| --- | --- | --- |
| **Job Title:** Development Manager  **Department:** Innovation, By-Product and Service Delivery Team | | |
|  | **Essential** | **Desirable** |
| **Qualifications and Training** | * (No minimum qualification set if candidate can demonstrate relevant experience required for the role) * GCSEs at Grade C and above to include English and Maths | * A levels or equivalent in relevant subject(s) * Degree in a relevant discipline |
| **Experience and Knowledge** | * Previous experience in managing contracts and clients * Substantial experience in a previous account management position * Experience of using Microsoft Office products | * Experience in PropTech or related industries * Political awareness and judgement, understanding of wider government agendas and related issues * Experience of planning events * Experience of using online systems to undertake research * Experience of stakeholder mapping |
| **Skills and Abilities** | * Commercial awareness * Good communication, interpersonal and telephone skills * Ability to work as part of a team * Ability to work to tight deadlines * Ability to prioritise tasks * Strong account management and relationship building skills * Strong analytical skills * Experience of report writing and developing business cases | * Able to work on own initiative to build effective working relationships with colleagues internally and externally * Able to manage multiple and often conflicting priorities to tight deadlines and a high standard |