**Job description**

**Job title: L&D Business Development Manager**

**Reporting to: Head of Memberships**

Business Disability Forum is the leading business membership organisation in disability inclusion. We are trusted partners, working with business, Government and disabled people to improve the life experiences of disabled employees and consumers, by removing barriers to inclusion.

* We work with over 600 Members employing around 20% of the UK workforce and an estimated 8 million people worldwide.
* We advise, support and encourage businesses (many of them global) to become more disability-smart.
* We influence policymakers by representing the voice of employers, disabled employees and consumers.
* We provide evidence-based thought leadership on how business affects the lives of disabled people.
* We help effect changes in business practices, products, services and policies that positively impact the life experiences of disabled people, and also benefit business.

**Our values:**

* **Purposeful** – we are focused on removing barriers to disability inclusion.
* **Evidence-based** – we are informed and driven by unique insights from our membership.
* **Respectfu**l – we are supportive and approachable.
* **Pragmatic** – we find practical solutions that business and Government can implement.
* **Responsive** – we are constantly evolving to meet our Members’ and Partners’ needs.
* **Bold**– we are thought leaders who are not afraid to challenge.

**Job purpose:**

To lead on the development and delivery of BDF’s commercial learning and development offer, including training delivered to Partners as part of their Flexible Partner days.

The L&D Business Development Manager is responsible for working with Business Partners, Senior Business Partners, wider Operations Teams and the Marketing and Communications Team to identify opportunities to sell L&D products to Members and Partners and to lead on scoping and delivering commercially-viable solutions to meet identified needs including writing compelling proposals to secure delivery opportunities.

The L&D Business Development Manager will maintain a network of external training delivery partners (associate trainers) and will coordinate and track outsourcing of training to these partners as appropriate to enable us to scale our L&D offer. This will include ensuring the network has knowledge of our methods, language and materials.

The role will also be responsible for maintaining and, where necessary, developing the BDF training content.

**Key tasks and responsibilities:**

**L&D strategy & content**

* To lead the development of BDF’s L&D strategy, with a focus on growing the volume of L&D delivery through delivering high quality ‘off the shelf’ L&D solutions concentrating on areas of greatest demand.
* Developing and delivering high-quality training and on a variety of popular topics concerning disability as it relates to business.
* To liaise with all customer facing teams to identify key trends and common themes to help drive BDF’s own externally facing L&D programme.
* To work with Business Partners/Senior Business Partners to communicate our training offer to Members and Partners.
* To work with the BDF Communications and Marketing team to promote the training offer to the Membership and to non-Member organisations.
* Produce training content and resources to meet Business Disability Forum Members' and Partners' needs.
* Maintain and develop (where required) BDF’s standard training offering.
* Oversee the BDF Associate Trainers ensuring they are upskilled and able to deliver BDF training content as required. Allocating work to Associate Trainers and quality assuring delivery on a regular basis.

**L&D Delivery**

* To deliver high quality learning and development interventions to our client base of Members/ Partners and non-member organisations using our network of associate trainers where capacity or locations demands.
* Ensure the delivery – both direct and outsourced via a pool of trusted suppliers – of high quality and engaging face-to-face training on a variety of topics concerning disability as it relates to business.
* Maintain and develop the BDF standard training offering to ensure a comprehensive suite of ‘off the shelf’ training content is available and can be utilised by BDF staff, associate trainers and our outsourced consultancy supplier where required.
* Work collaboratively with Business Disability Forum Members, Partners and clients to understand and their L&D needs and identify suitable L& D solutions from our “off the shelf” portfolio.
* Liaise with Members/Partners or non-Member organisations to scope their needs from our off the shelf portfolio and to identify the most appropriate route for delivering these whether in-house or outsourced delivery.
* Conduct regular feedback from L&D clients to ensure quality control and continuous improvement.
* Build and maintain lasting relationships with Business Disability Forum Members, Partners and training clients.

## Suppliers

* To maintain, and where necessary, grow further the pool of associate trainers delivering on behalf of BDF to ensure there is capacity to meet current demand and create opportunities for further growth.
* To utilise the outsourced consultancy supplier as an overflow arrangement to provide additional capacity where required.
* To lead on relationship building with expert supplier partners to ensure a high quality and trusted delivery channel for outsourced training.
* To coordinate and track outsourcing of training and to quality control and check delivery is in line with BDF’s mission, vision and values and that suppliers support our positioning as thought leaders.
* To ensure that regular upskilling takes place to ensure that all associate trainers are familiar with BDF positioning, terminology and best practice advice.

## Income generation

* Secure learning and development work to meet and exceed stretching financial targets.
* Maximise opportunities to sell training to Partners, Members and non-Member organisations as appropriate, for in-house or outsourced delivery, and write high quality and commercially-viable proposals in support of these.
* Liaise with the Operations Team and other customer-facing teams to identify opportunities for L&D activities to be sold.
* Work with Senior Business Partners to appropriate Partners with quality learning and development opportunities as part of their Partner offer to assist with delighting the Partners and encouraging renewals.
* Write and submit compelling & timely intervention proposals

## Expert Delivery

* To keep abreast of disability practice to ensure consistent, high-quality, leading-edge delivery, collaborate with Business Partners to share changes in disability practice.
* To be able to deliver all aspects of BDF’s L&D offer, including Partner delivery as part of the Partner Flexible Partner days and/or paid for Partner delivery work.

**Other:**

* + To build productive working relationships with key people both internally and externally.
	+ To work as directed by, or in collaboration with, the Leadership Team to deliver the current business plan.
	+ To participate in quality assurance and continuous improvement activities as required.
	+ To update and maintain accurate records on SalesForce.
	+ To complete, agree with manager and maintain objectives and key results reviewing and updating them on a quarterly basis.
	+ To be familiar with and at all times adhere to BDF policies and procedures as set out in the employee handbook.
	+ To promote and comply with BDF polices on equality and diversity with specific reference to disability both in the delivery of services and the treatment of others.
* Any other duty as may be assigned that is consistent with the nature of the job and its level of responsibility. Any changes will be made in consultation with the post holder.

**Line management responsibilities:**

No direct line manager responsibilities but this role is responsible for managing the relationship with all outsourced training delivery.

**Working contacts**

**Internal**

* Operations Director
* Finance Director
* Head of Memberships
* Head of Practice
* Operations Team
* Communications & Marketing Team
* All other BDF staff as required.

**External**

* Members
* Partners
* Associate trainers
* Expert solution providers – including outsourced consultancy provider
* Expert practitioners.

**Person specification**

We assess how candidates and post-holders meet the criteria through: application (A), interview (I) or testing (T). Adjustments will be made for all candidates throughout the recruitment process.

**Experience**

**Essential:**

* Experience of delivering training on diversity and inclusion, management skills or customer service. (A, I & T.)
* Experience of designing learning and development products and programmes (within one organisation or for commercial use). (A & I.).
* Experience of working with a variety of (internal or external) stakeholders to understand and respond to their L&D needs. (A & I.).
* Experience of explaining complex ideas or information to non-experts in writing or face-to-face. (A & I.).
* Contract negotiation (A, I & T).]
* Experience of managing projects within available resources. (A & I.).
* Experience of business development or B2B sales and marketing experience. (A & I.).
* Experience of writing proposals for training interventions (A, I & T).
* Experience of working to financial targets. (A & I.).
* Experience of designing e-learning. (A & I.).
* Experience of evaluating the effectiveness of L&D interventions. (A & I.).

**Skills**

**Essential:**

* Strong interpersonal skills and the ability to relate effectively and appropriately to contacts outside the organisation. (A & I.).
* Strong written communication skills and the ability to produce high quality proposals in a timely manner. (A, I & T.).
* The ability to independently and effectively manage time with multiple demanding (and potentially competing) projects and priorities. (A & I.)
* Ability to build and maintain productive relationships with contacts inside and outside the organisation. (A & I.).
* Ability to analyse and research quantitative and qualitative data (A, I &T)

**Desirable:**

* Project management skills. (A & I.)
* Ability to conduct learning needs analyses. (A & I.)

**Knowledge and attributes**

**Essential:**

* A professional, confident and authoritative presentation and personal style. (A, I & T.).
* A strong personal interest in and commitment to disability or diversity issues. (A & I.).
* Willing and able to travel across the U.K., including up to four overnight stays a month. (A & I.).
* Willing and able to travel internationally for up to a week at a time and experience of working in very different cultural contexts (esp. Middle East and Asia). (A & I.).

**Desirable:**

* Knowledge of disability as it relates to business. (A & I.).
* Knowledge of relevant UK discrimination and employment law. (A & I.).
* Personal experience of disability or long-term conditions as an employee or customer. (A & I.).

**Equal opportunities**

We are committed to becoming disability-smart and an employer of choice irrespective of race (which includes colour, nationality and ethnic or national origins), sex, sexual orientation, gender reassignment, religion or belief, marital or civil partnership status, age, disability, or pregnancy and maternity. The ethical and business case of ensuring that our workforce is representative of wider society is at the heart of what we do. **When we are recruiting, disabled candidates who meet all of the essential criteria will be offered an interview.**

**General terms and conditions of employment**

**Based:**

We are a hybrid workforce. Staff are to come into the office one day per week to work with the team and we are happy to discuss flexible working options including home working contracts with suitable candidates. The office is located at Dowgate Hill House, 14-16 Dowgate Hill, London, EC4R 2SU.

**Hours:**

9am to 5pm, Monday to Friday with occasional out of hours work; 35 hours per week although we pride ourselves on having a flexible approach to service delivery and are happy to discuss flexible working options with suitable candidates.

**Length of contract:**

Permanent.

**Salary:**

£45,000

**Probationary period:**

Six months.

**Annual leave:**

FTE 25 days per annum plus statutory and bank holidays (33 days in total).

**After 3 months:**

* Workplace Pension Scheme 5% of gross salary.
* Permanent Health Insurance.
* Group Death in Service (Life Assurance 3 x Annual Salary).
* Private Medical Insurance Scheme, or
* Private medical cashback scheme
* Employee Assistance Programme.

**Accessibility statement**

Business Disability Forum is committed to ensuring that all its information, products and services are as accessible as possible to everyone.

If you wish to discuss anything in regards to accessibility or if you require alternative formats please contact Barnaby Powell:

Tel: 020-7403-3020.

Email: barnabyp@businessdisabilityforum.org.uk.

**How to apply**

Applications should be by CV and a supporting statement, of up to 400 words, detailing why you think you would be suitable for the role. If you require any adjustments to the application process please contact Barnaby Powell as set out below. Applications should be addressed to Barnaby Powell, HR & Office Manager, Business Disability Forum, Nutmeg House, 60 Gainsford Street, London SE1 2NY. If you are submitting your application by email please do so to barnabyp@businessdisabilityforum.org.uk

* Closing date for applications: Sunday, 23 March 2025.
* First interviews are planned for the week commencing 31 March 2025.
* Second interviews are likely to take place in the week commencing 7 April 2025.

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For further information on Business Disability Forum please refer to [www.businessdisabilityforum.org.uk.](http://www.businessdisabilityforum.org.uk)