

POSITION DESCRIPTION

Title:	Business Development Manager	Location:	Abu Dhabi
Department:	Business Sustainability & Growth Sector	Reports to:	Director – Business Sustainability & Growth Sector
Prepared by:	Acting Director – Business Sustainability & Growth Sector	Date:	November 2022

Overall Purpose:

To build upon our existing business relationship, develop new business channels, and grow our client base and revenue. Responsible for converting business requirements into well-engineered, tested, and deployed solutions. Work with relevant internal stakeholders to determine the most effective technical and efficient approach to meet the business's application needs and implement the reasonable plan accordingly.

Work closely with the business sustainability and growth director and the sales and marketing department to review current market trends to optimize business development and marketing strategies.

Roles and Responsibilities

The roles and responsibilities of the **Business Development Manager** are:

- Managing and retaining relationships with existing clients
- Identifying and developing new lines of business based on organizational objectives
- Analyzing and expanding business operations toward sustained growth
- Identifying and mapping business strengths and clients' needs and liaising with the concerned sectors in developing an appropriate technical and financial proposal based on individual client requirements
- Performing competitor analysis toward obtaining an increased market share
- Monitoring revenue streams and identifying opportunities to increase profitability
- Corresponds with vendors in conjunction with the tender process as required, i.e., non-disclosure agreements, confirmation of interest, etc.
- Liaise with BSS Sector on matters such as pricing and resource costings.
- Liaise with the legal service provider for evaluation and contract negotiation
- Liaise with the Ambulance Service Operations Sector and EMS Education & Research Department to ensure preparedness about resources and level and quality of service within the scope of practice
- Developing client relationships and strengthening industry partnerships
- Negotiating and closing business deals that promote sustained revenue
- Perform any other duties as assigned

Portfolio Monitoring Office:

- Engage, understand and participate in Portfolio Monitoring Office functions, including Quality Health Safety and Environment (QHSE) Management System and Business Continuity (BC) Compliance and Improvement
- Participate in QHSE and BC Risk Assessments / Inspections and conduct investigations into non-conformances, near misses, incidents or complaints.
- Engage, understand and participate in departmental strategic planning and performance monitoring activities

Professional and Academic Expertise

- Bachelor's degree in business administration, marketing, and communication or a related field
- Preferred Master's degree in related field
- Project Management Professional (PMP) Certification is a plus
- At least 15 years of experience in the field of specialization
- At least 5 years of experience in a managerial role
- Demonstrate business operations and development skills, management reporting skills, and commercial acumen
- Experience in business development within Healthcare or aligned market industry
- Facilitation skills, in particular, the ability to work closely with people from a variety of backgrounds/professions
- Ability to work under pressure, to tight deadlines, and within a complex environment
- Problem-solving and conflict resolution
- Excellent oral and written communication skills, able to 'brief accurately and convincingly to a range of audiences.
- A strong commitment to working in partnership with operational and clinical colleagues and a desire to drive change
- High levels of computer literacy, including Microsoft Project, Excel, Word, and PowerPoint, with the ability to create, understand, and manipulate spreadsheets
- Ability to effectively line-manage other members of the team
- Financial awareness fundamentals of the cost profile for the service area to build the financial service model

Reviewed by:

Head of HR and Emiratization / Deputy Director of Business Support Service Sector

Change Brief

Version No.	Date	Changes
1	November 2022	New PD

Approved by

Business Supporting Services Director



Business Development Manager
November 2022



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Version 1