

A young man with short dark hair, smiling and looking to his right, stands in an urban environment. He is wearing a white quilted bomber jacket with dark panels on the shoulders and sleeves, and dark denim jeans. The background shows multi-story brick buildings under a clear sky. The entire image has a blue and green color overlay.

Business development manager

dotdotdot
Property guardianship with purpose

Introducing Dot Dot Dot

We are one of Britain's largest social enterprises

Our team is focused on improving lives in a housing crisis by turning properties that would otherwise sit empty, into inexpensive housing. And, because we're all about making a social impact, the people we house - our guardians - make a commitment to volunteer for good causes each month. Since 2011, we have housed over 1,900 people across the country and supported them to give tens of thousands of hours of voluntary help to a diverse range of charitable causes.

We work with many local councils, housing associations, charities and trusts, giving them confidence that their buildings are well cared for while they are awaiting regeneration or sale.

We use the property guardian model to achieve social impact, but we are also disrupting the property guardian industry, working to push up standards across the board.

Creating social impact

Collectively, our guardians have given time worth £5.4m to good causes since 2011; that's the equivalent of one person working full-time for more than 238 years.

A good deal of the volunteering our guardians do happens because they are kind people who want to make a difference, and would do so whether or not they were housed by Dot Dot Dot.

However, we dug into the numbers and worked out that £2.1m of the value of the time guardians have given to charity is directly due to our efforts.

That's £2.1m contributed to the charitable sector that wouldn't exist without Dot Dot Dot and its guardians.

We are recognised as a leader in our field

We were named in last year's NatWest SE100 Index of leading UK social enterprises, We are also one of the Big Issue's top 100 Changemakers and a NESTA 'New Radical' - naming us among the organisations doing the most to address society's most pressing problems.



Improving lives in a housing crisis

Our story

Finding a place to live that complements the life you want to lead isn't easy. We believe that when people are freed from some of these challenges, they get back time and energy to support causes they care about.

By building purpose into what we do, we've unlocked a better option for people who want to do good. Our unique approach connects the dots between property owners, guardians and communities, meaning there are more benefits for everyone involved.

Property owners get responsible guardians to look after their empty properties, resulting in better security and flexibility. Guardians get well-managed, inexpensive homes, so they can focus on what really matters to them. And communities get neighbours who use their extra time and energy to give back.

It's property guardianship with purpose.

[Watch our Dot Dot Dot story video.](#)

Our purpose and values

Why do we do what we do?

We exist to improve lives in a housing crisis.

How do we do it?

We do this by delivering practical solutions that are low-cost, good quality and socially positive.

What do we do?

We turn empty buildings into inexpensive housing for people who want to do good.

We work with housing organisations to unlock the potential of their buildings and resources.

Our values:

- We hold ourselves to high standards
- We are fair and straightforward
- We have a positive and optimistic outlook
- We care about the impact our work has on our clients, stakeholders and ourselves.

About this role

Business Development Manager

We are looking for someone who shares our excitement about the work we do to join us as a business development manager. You will lead on winning and developing contracts with clients who enable us to do our best work, and support our existing clients. Working with our head of marketing and business development, you'll help to generate revenue and improve profitability, and enhance the reputation of the organisation through relationship building and high quality work.

It's a fast paced and collaborative environment, where at any one time there are multiple live projects and growth streams to get stuck into. You'll join at a time when we are developing our brand and launching a new website. It's a time of change and there will be opportunities to support the marketing team in creating a successful outbound marketing strategy. There is also scope within the role for you to grow the business development team.

As well as the opportunity to see your work making a tangible difference, in this role you will benefit from a friendly company environment, a competitive salary and terms of employment which aim to support a good work-life balance. Read on to find out more.



Why is this role so important?

We are seeking a new business development manager to support our continued success.

The business development manager role reports into the head of marketing and business development and is integral to finding new properties to house great guardians in. The role requires you to manage, coordinate and, where necessary, improve aspects of the business development pipeline (leads, prospects, opportunities). You'll also develop excellent relationships with existing clients and search for new business opportunities with them.

We want to find someone who loves to talk about our unique business model and represent our brand - someone who is interested in and committed to our mission and values as an organisation.

We're keen on learning and development and you'll be encouraged to attend webinars, housing conferences and talks. We are members of the Chartered Institute of Marketing and have access to a number of online resources including podcasts, videos, blogs and more. Twice a year, we hold appraisals to set goals for the year ahead and ensure you are progressing in your role. Every member of staff also gets the opportunity to partake in behavioural insights training to understand how to get the best out of themselves and their team.

You will:

Lead and improve all aspects of the BD pipeline

- Work with our senior leadership team to contribute to business development strategy.
- Identify and secure new business opportunities.
- Develop and maintain the BD pipeline.
- Produce high quality tender proposals and pitch documents.
- Assess and consider the likely risks and returns of projects/opportunities.
- Plan and coordinate resources on a short and long term basis across a diverse portfolio.

Produce BD-related financial information

- Produce forecast revenue figures for new and existing projects.
- Monitor budgets and spend, producing business cases where appropriate.
- Work across the organisation to provide insight to project data and impact.

Manage client accounts and contracts

- Develop strategies for client management and engagement.
- Design and maintain appropriate client reporting schedules.
- Ensure optimal client account management taking into account operational relationships, value and risk management.
- Negotiate contractual terms and manage contract execution.

About you

We are interested in hearing from candidates with:

- A proven track record of successful and proactive lead generation with the ability to analyse business development-related insights and data and make informed recommendations.
- The ability to communicate in a clear and coherent way, building relationships and tailoring messaging to the audience.
- Experience of sales and strong account management skills in addition to an understanding of effective marketing techniques.
- Strong numeracy and financial skills to inform business decisions.
- Outstanding customer service skills - both proactive and reactive, trustworthy and reliable.
- The ability to self-motivate and manage your own time, as well as the ability to work effectively and collaboratively in a small team.

What is it like to work at Dot Dot Dot?

Our working culture

As a social enterprise, Dot Dot Dot is committed to being a good employer, supporting staff to maintain a work-life balance and to building a positive working culture.

As a team, we are friendly and inclusive. Staff members work from our office in the Olympic Park near Stratford, and also from home. We also have regular company-wide virtual and in-person sessions encompassing business news and updates, professional development and socialising. We are open and transparent, sharing information and focusing on collaboration and teamwork.

We are diligent, conscientious and committed to doing a good job, but we balance working hard and making sure we have time and energy for life outside work. Our employee benefits aim to support this working culture - we offer 25 days of paid holiday a year, plus bank holidays, and staff have flexible working hours wherever possible. We provide a fortnight's paid leave for all new parents, on top of statutory entitlements.

As part of our ongoing commitment to inclusiveness and diversity, we actively and warmly encourage applications from a broad range of backgrounds. We believe that people from different backgrounds bring perspectives and skills that create fresh ideas, thinking and approaches which make the way work is undertaken more effective and efficient. We know that the more inclusive we are, the better our work will be. We are committed to continuous improvement in this space.

We are a living wage employer.



Role details and how to apply

Location:

Stratford, London E15, home-working, and on site visiting potential and existing clients.

Contract:

Permanent with a six-month probation period.

Salary:

Senior manager level with a salary range of between £50,000 and £52,000 depending on experience.

Hours:

Our standard working week is 35 hours, plus one hour's paid lunch break each day. Staff work at home and in our office near London's Olympic Park.

Benefits:

- Flexible working hours.
- 25 days annual leave, plus bank holidays.
- Cycle to Work scheme.
- Discounts on annual memberships for cultural institutions e.g. Tate Modern and Picturehouse Cinemas.
- Enhanced maternity, paternity, adoption and parental leave.

How to apply:

[Eastside People](#) are supporting us in recruiting for this role. Please click [here](#) to apply by submitting your CV and a covering letter which should indicate why you are interested in applying for this role and how you meet the selection criteria.

Applications are anonymised to assist in selecting the best candidates based on talent and skill and to avoid unconscious bias in our selection processes.

If you would like a call to discuss the role in more detail, please email Bernice Rook, at bernice@eastsidepeople.org to arrange a convenient time. Having a call of this kind will not influence the success or otherwise of your application.

We want you to have every opportunity to demonstrate your skills, ability and potential; please contact Eastside People if you require any assistance or adjustment so that we can help with making the application process work for you.

Continued overleaf...

How to apply

[How to apply continued...](#)

The closing date for applications is **Mon 2nd October** with longlisting interviews taking place that week with Eastside People.

Shortlisted candidates will be invited to participate in an interview and role-related task during weeks of 9 or 16 October 2023. The successful candidate will be offered the role subject to satisfactory references and employment checks.