



# Business Development Manager

## Role Profile and Person Specification

### About Citizens Advice West Suffolk

Citizens Advice West Suffolk (CAWS) provides free, independent, confidential and impartial advice to help people understand their rights and responsibilities across Brandon, Bury St Edmunds, Haverhill, Mildenhall and Newmarket, operating as an independent charity and company limited by guarantee within the national Citizens Advice network.

### Why this role matters

As our Business Development Manager, you will safeguard and grow CAWS' financial sustainability by identifying, winning and stewarding income opportunities, building strategic partnerships, and converting insight into funded services that meet local needs.

### Role details

- **Location & reporting:** Based at 90 Risbygate Street, Bury St Edmunds (IP33 3AA) with travel to other sites; reporting to the Chief Executive Officer.
- **Start date:** As soon as possible.
- **Hours:** 21 per week.
- **Salary:** £30,000–£32,000 pro rata.
- **Contract:** Permanent.
- **Pension:** Eligible employees 3% employer / 5% employee (NEST).
- **Sick pay:** 4 weeks full pay + 4 weeks half pay after 6-month probation.
- **Annual leave:** 5.6 weeks including bank holidays.

# What you will achieve

- **Secure and diversify income:** Lead proactive prospecting, pipeline management and bid writing to win grants, contracts and partnerships that balance restricted and unrestricted income.
- **Grow strategic partnerships:** Position CAWS as a valued partner to charities, social enterprises, businesses and statutory commissioners, aligning joint propositions to community outcomes.
- **Turn insight into delivery:** Translate evidence and local need into compelling cases for support and fully costed proposals.
- **Demonstrate impact:** Produce timely reports and funder updates that showcase outcomes and ensure compliance.

## Key responsibilities

### Funding & contracts

- Design and implement a fundraising and business development strategy; manage the pipeline from identification to submission and award.
- Lead on service delivery opportunities, including tenders and consortia.
- Produce monitoring, evaluation and funding reports to agreed standards and timelines.

### Partnerships & external relations

- Build and maintain strategic relationships that support CAWS' objectives and delivery targets; represent CAWS at external meetings and events.
- Work collaboratively across voluntary, statutory and commercial sectors to develop joint propositions and secure funding.

### Planning & development

- Identify new opportunities aligned to organisational strategy; contribute to internal initiatives, committees and working groups.

### Financial management & governance

- Maintain accurate financial records in line with charity and company law; ensure full cost recovery for proposals in partnership with the CEO.

### Research & campaigning

- Coordinate CAWS' research and campaigning function; promote local/national campaigns and engage key influencers (e.g., MPs, councillors, business leaders).

## Data, reporting & administration

- Maintain efficient systems for funder and partner management, including up-to-date contact information and mailing lists; provide regular progress reports to the CEO.
- Work with the Office Manager to gather and present statistical data that evidence need and impact.

## Training & development

- Identify and undertake relevant professional development with CEO approval.

## Other duties

- Contribute to a positive, safe and inclusive culture; follow health & safety and data protection policies; attend staff/volunteer meetings; undertake reasonable additional duties.

# Person specification

## Essential

1. Commitment to the aims and principles of Citizens Advice, including equity, diversity and inclusion.
2. Strategic thinker with the ability to shape services and work both independently and collaboratively.
3. Excellent communication and presentation skills, with the ability to build trust and influence stakeholders.
4. Proven ability to plan and manage a varied workload under pressure and to analyse and interpret information and statistics.
5. Creative and a proactive, solutions-focused approach that turns opportunities into funded activity.
6. Flexibility to occasionally work evenings/weekends; access to a vehicle for travel to rural locations.

## Desirable

7. Experience improving services for diverse communities and a demonstrable commitment to EDI; lived experience is welcomed.

# How to apply

- **Apply with CAWS' application form only** (CVs will not be considered) and submit by **email only** to [finance@swcab.org.uk](mailto:finance@swcab.org.uk).
- **Application form:** available at [suffolkwestcab.org.uk](http://suffolkwestcab.org.uk).
- **Closing date:** 5:00pm, Monday 8<sup>th</sup> June 2026; **Interviews:** week commencing Monday 15<sup>th</sup> June 2026.