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| **Job Title:** | **Development Manager - Innovation By-Products and Service Delivery** |
| **Department:** | Innovation, By-Product and Services Delivery |
| **Reports to:** | Principal Development Manager |
| **Direct Reports:** | None |
| **Location:** | Remote but connected |
| **Contract Type:** | Temporary |
| **Grade:** | CA5 |

# Main purpose of the job

As a Development Manager, you'll lead the way in proactively managing our established customers, whilst systemically growing and fostering strong relationships, working with a range of public and private stakeholders alongside supporting the delivery of our by-products and services, with a specific focus on digital solutions to support the property market.

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.

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

# Responsibilities

**Customer 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.
- Operate as the lead point of contact for all matters specific to your customers, ensuring the timely and successful delivery of our solutions according to customer needs and objectives.

- Lead regular meetings with customers to understand their needs, take ownership of the outputs and be able to respond effectively with a plan of how to meet their requirements.
- Produce, own, implement and maintain strategic plans for your customer portfolios that adds value to the Mining Remediation Authority and the customer's 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.
- Produce and enable customer retention strategies, to support the delivery of income targets and objectives, and long-term stability.
- Have a great understanding of the Mining Remediation Authority's by-products or services and be able to advise others about them, with a specific focus on digital solutions to support the property market and by-products.
- 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.
- Own the delivery of effective customer communications, adding value to promote pro-activity of the Mining Remediation Authority's by-products and services.
- Identifying opportunities for on boarding and leading enhanced system integration for strategic customers.
- Supporting the Executive Leadership Team and Heads of Departments in the delivery of customer management support.
- 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**

- 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 potential problems and present solutions to the Principal Development Manager.
- Support the team by identifying improvements and key customer feedback to improve customer journey and value of key products and services.
- Support the delivery of new products and services into the market, with a specific focus on digital solutions to support the property market and by-products.
- Acquire and interpret relevant information from a variety of sources to make sound commercial decisions.
- Analysis data trends to identify and build strategies to manage flight risk and competitor activity.
- Track key account 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 Authority's products and services.
- Working closely with our colleagues in the wider Innovation Teams to drive the integration of the department/s into other key areas across the Mining Remediation Authority.

**Supporting the team**

- To coach and mentor colleagues, support personal development plans and encourage a culture of continuous improvement.
- 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.
- Coach and mentor individuals in customer management principles, support personal development plans and encourage a culture of continuous improvement.

## General responsibilities

- Comply with internal policies and procedures as well as internal systems, particularly quality, safety and environmental policies and procedures, challenge and provide ideas where improvement are identified.
- Act in accordance with the behaviours and values of the organisation.
- Actively demonstrate the Mining Remediation Authority's customer service standards expected of your role.
- Effectively assess and manage risks.
- Identify opportunities and implement change leading to team development, system improvement and good value for money.
- Assist with the preparation and execution of the team's objectives and budgets.
- Maintain and develop positive stakeholder relationships to promote the Mining Remediation Authority and assist it to meet its objectives.
- Act in accordance with the scheme of delegation and ensure propriety and regularity in the handling of public funds. Carry out any further reasonable requests from your line manager.

## Values in Action

We expect all our colleagues to embody our core values and behaviours in their daily work.

**Trusted**

- We act with integrity.
- We're open and transparent.
- We deliver on our commitments.

**Inclusive**

- We promote a culture of mutual respect.
- We recognise that our differences make us stronger.
- We work with others to achieve our vision.

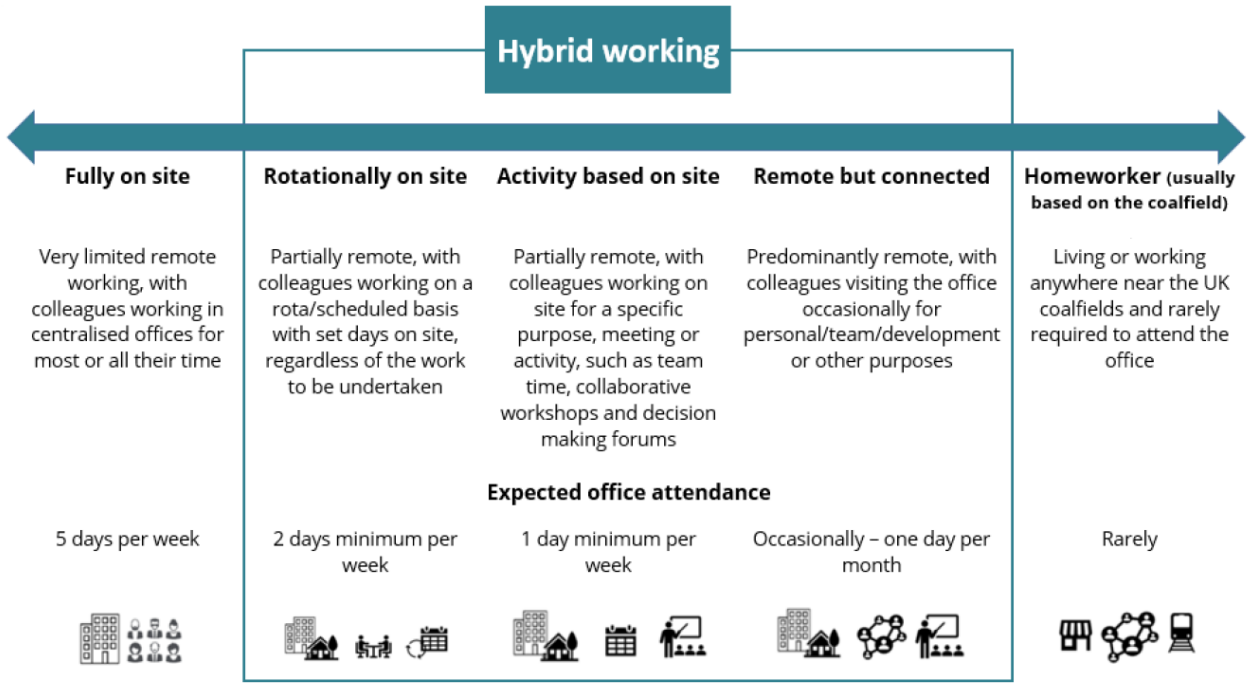
**Progressive**

- We're open minded and innovative.
- We recognise that the past can help us shape the future.
- We listen and learn.

Our Values in Action framework outlines important behavioural indicators which help us demonstrate our values through our work together.

## Hybrid Working Model

This role sits within our Hybrid Working Model. The designated hybrid arrangement for this post is outlined under "Location" on page 1 of this Job Description and reflects the requirements of the role and the organisation. Hybrid working arrangements may be reviewed and adjusted if business needs change.



# Person specification

| | Essential | Desirable |
|---|---|---|
| **Qualifications and training** | • (No minimum qualification set if candidate can demonstrate relevant experience required for the role)<br>• GCSEs at Grade C and above to include English and Maths | • A level or equivalent in relevant subject(s)<br>• Degree in a relevant discipline |
| **Experience and knowledge** | • Previous experience in managing several portfolio clients<br>• Substantial experience in a previous account management position<br>• Experience of using Microsoft Office products | • Experience in digital solutions to support the property market, mine energy/heat/by-products and/or other related industries<br>• Political awareness and judgement, understanding of wider government agendas and related issues<br>• Experience of planning events<br>• Experience of using online systems to undertake research<br>• Experience of stakeholder mapping |
| **Skills and abilities** | • Commercial awareness<br>• Good communication, interpersonal and telephone skills<br>• Ability to work as part of a team<br>• Ability to work to tight deadlines<br>• Ability to prioritise tasks<br>• Strong account management and relationship building skills | • Able to work on own initiative to build effective working relationships with colleagues internally and externally<br>• Able to manage multiple and often conflicting priorities to tight deadlines and a high standard |