



## JOB DESCRIPTION

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**Job Title: Head of Business Development**

**Reports to: Executive Director**

**Salary Band: TBA**

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### SUMMARY OF THE ROLE

The Head of Business Development (HoBD) is a full-time leadership role within the CCDC. Working in conjunction with Executive Director and leading the sales, account management/technical support and marketing teams within the external facing functions together with other members of the Senior Leadership and Management Team and, in keeping with its charitable status, to propose and co-ordinate agreed strategies for the development of the company, in order to ensure that the company is positioned as a scientific leader in the area of *in silico* approaches to structural chemistry. In conjunction with other functions within CCDC, monitor and direct the sales, marketing and account management/technical support activities of the company and establish appropriate systems and operations to grow the users and services of CCDC.

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### MAIN DUTIES AND RESPONSIBILITIES

#### *Main responsibilities*

- Leadership and management of the sales, marketing and account management/technical support teams, fostering a team-based culture, ensuring positive interactions with other teams within CCDC and with CCDC users, Research Partners and other external collaborators;
- The proactive engagement of the existing and potential user communities for the effective delivery of agreed budgets and targets for sales, marketing, account management/technical support;
- In agreement with the Executive Director, create and implement sales plans to grow income in target user market and geographic sectors globally;
- Working with Product Managers to agree positioning strategies for their product lines;
- Through the in-depth understanding of user needs, identify new opportunities and markets for the application of CCDC science;
- Overseeing the annual renewals process, ensuring on-target retention of existing users;
- Responsible for the acquisition of new users;



- Oversee the relationship with CCDC Inc. to ensure the on-target delivery in line with the Service Level Agreement sales lead generation and support activities in North America;
- Monitoring and management of sales and support processes in the rest of the world;
- Ensuring the quality of technical support provided to Users;
- Coordination of exercises designed to capture the Voice of the Customer;
- With a focus on continuous improvement, to propose and develop new services for CCDC, including those for commercial and academic co-operation that offer scientific benefits to the company and its users, and that contribute to the charitable aims of the company;
- Identification of competitive threats to the underlying base of the company and propose appropriate action;
- Develop and maintain technical and commercial awareness of the capabilities and use of all CCDC solutions and their benefits to users;
- Monitor and manage the performance of Sales Agents and distributors of CCDC software;
- Responsible for his/her own work planning against objectives set in agreement with the Executive Director.

#### *Communication and information*

- Report to and meet with, the Executive Director at a minimum of once per month;
- Represent and promote the interests of the company via external conferences and meetings;
- Participate in and encourage the activities of CCDC in external consortia and expert groups in support of the company's charitable aims;
- Ensure effective internal communications both within the external facing functions and across the organisation;
- Continuously improve user relations with particular regard to the provision of efficient communications to facilitate product development and support management.

#### *Financial*

- Working with the Finance Manager, agree and establish systems for the effective financial management of the external facing functions;
- Provide monthly financial results, forecasts and other KPIs for the external facing functions.

#### *Staffing, Management and resources*

- Ensure that the skills and experience of CCDC's sales, account management and marketing teams are consistent with its scientific, technological and business needs for providing quality in present and future services;
- Encourage staff to represent CCDC at conferences and meetings with research partners and users to continuously grow the scientific reputation of the charity;
- Within the CCDC policies and procedures, establish clear functional structures for the externally facing functions, including the responsibilities and accountabilities of individuals;
- Establish clear organisational structures and succession plans aligned with appropriate responsibilities, accountabilities and personal development for all staff within the team in line with anticipated growth;



- Provide support for all staff in keeping with the CCDC Values

#### *Policies and Procedures*

- Comply with all relevant policies and procedures
- Complete all documents required by the company policies and procedures

#### *Other*

- Undertake additional tasks and responsibilities as may be reasonably expected of the role and as necessary in order to achieve the objectives of the function and CCDC goals.

### PERSON SPECIFICATION

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<b>Education, Skills &amp; Knowledge</b>	
Educated to degree level or equivalent	Essential
PhD in a chemistry related field or equivalent experience	Desirable
Excellent leadership and management skills	Desirable
Significant structural chemistry/data management expertise	Essential
Knowledge of crystallography and/or a good appreciation of the value of structural information and how it is used.	Desirable
Knowledge of non-profit organisations	Desirable
Excellent communication and presentation skills at all levels including presenting information at board of director level	Essential
Demonstrable influencing skills	Desirable
Strong negotiating skills and knowledge of commercial agreements and frameworks	Essential
Experienced in account management and support	Essential
<b>Abilities</b>	
Able to lead a team and be a member of a leadership team	Essential
Able to deal with varied tasks and to work under pressure to meet deadlines and targets	Essential

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Able to work effectively and responsibly without close supervision	Essential
Able to negotiate with all types of customers	Essential
Capable of agile thinking to provide fast, accurate answers to questions	Essential
Able to undertake substantial international travel	Essential
<b>Experience</b>	
Leadership role in scientific software sales	Desirable
Software or scientific sales experience	Essential
Experience in an organisation involved in structural science and/or software development or a related company	Desirable
Experience in the use of computer software applications	Essential
Experience of launching new products	Desirable
Demonstrate a high level of personal merit and performance at a senior level	Essential
Demonstrate a capacity to lead and develop initiatives within a strategic framework	Essential
Experience of managing sales staff and sales agents	Desirable
<b>Personal Characteristics</b>	
Diplomatic	Essential
Proactive and innovative	Essential
Respectful	Essential
Reliable	Essential
Supportive	Essential
Passionate	Essential
Professional	Essential



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Collaborative

Essential

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