Job Role & Candidate Profile

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| **Job Title** | **Business Development Manager - Healthcare** |
| **Department.** | **Sales** |
| **Location** | **Restore Offices** |
| **Reports to (direct)** | **TBC** |
| **Working Pattern** | **Between 8:30am-5:30pm on Monday – Friday** |

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| **Objectives of the Role** |
| The Business Development Manager (Healthcare) role will be responsible for securing and growing new business across both physical records management services (storage, retrieval, archiving, etc.) and digitisation services (scanning, EDMS integration, digital transformation, etc.).  The role requires expertise in public sector procurement, particularly within the NHS and healthcare sector, and the ability to navigate procurement frameworks such as G-Cloud, Health Systems Support Framework (HSSF), SBS Frameworks, and Government Digital Marketplace agreements.  You will be capable of working with C-Level stakeholders, including Chief Clinical Information Officers (CCIOs), Chief Clinical X Officers (CCXOs), NHS procurement leads, and other senior healthcare executives.  We have strong marketing and lead generation facilities but in addition to this, the candidate will be expected to self-generate leads and opportunities by deploying successful digital marketing strategies.  Commercial skills and experience in deal negotiation and closure are key attributes required in the successful candidate. In addition to marketing, the business will provide strong support in solution design and service expertise throughout the sales process.  You will be accountable for achieving target, delivering profitable growth and building relationships with new customers. The focus will be on new business sales, leveraging existing stakeholder relationships with wider Restore Business units and industry partners to sell new services and ensure cross-selling opportunities are maximised.  A key aspect of this role is experience in supporting bid applications for tenders, ensuring Restore Information Management offerings are well-positioned within structured procurement processes.  Additionally, you will be required to have a strong working knowledge of compliance and be able to support both clients and internal teams with regulatory and compliance-related documentation, including Data Protection Impact Assessments (DPIAs), NHS DSPT compliance, and data security protocols.  You will work closely with Pre-Sales, Bid Teams, Compliance Teams, Account Management, and other Restore business units to ensure Restore’s solutions meet legal, regulatory, and NHS data governance standards. |

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| **Main Duties and Responsibilities** |
| * Achieve sales targets across both physical and digital records management solutions. * Develop and execute sales strategies targeting NHS Trusts, ICSs, local authorities, and other public sector bodies. * Engage with NHS and public sector procurement frameworks to secure opportunities for both physical records storage and digital transformation services. * Sell physical document storage solutions, retrieval services, archiving, and long-term records management. * Sell digitisation services, including bulk scanning, EDMS integration, and NHS patient records transformation. * Support and lead bid applications for NHS and public sector tenders, ensuring compliance with procurement requirements. * Build and manage your sales pipeline, close deals, and achieve quarterly quotas. * Develop and maintain relationships with NHS procurement teams, Chief Clinical X Officers (CCXOs), and key decision-makers. * Ensure compliance with NHS Digital requirements, including the Data Security and Protection Toolkit (DSPT). * Demonstrate a strong understanding of Clinical EDMS and its role in healthcare interoperability, shared care records, and electronic patient records. * Advise clients on data security, governance, and compliance requirements, including GDPR, NHS DSPT, and other data protection regulations. * Support clients in completing regulatory and compliance documentation, including DPIAs and data governance policies. * Work with Restore’s Compliance Team to ensure Restore Information Management's services meet NHS and public sector data security standards. * Take a structured and collaborative approach to market engagement. * Drive cross-selling opportunities between Restore’s physical and digital service offerings, ensuring clients see the full value of an integrated records management solution. * Lead and drive end-to-end sales cycles, from lead generation to contract negotiation and implementation. * Work closely with marketing to drive lead generation and digital engagement. |

This is not an exhaustive list of duties and you may be asked to do other tasks which you should not reasonably refuse.

Our Values

Experts in our field – Champions of our customers

* We are committed to **excellence**
* We embrace **progress** and change
* We are leading the way with our **expertise** in digital transformation
* We put the **customer** at the centre of everything we do
* **Together we do the right thing**

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| **Experience** | **Qualifications** |
| **Essential**   * Proven experience in selling both physical records management (storage, retrieval, archiving) and digitisation services (scanning, EDMS integration, digital transformation). * Experience working with NHS and public sector procurement frameworks (e.g., G-Cloud, HSSF, SBS, and Digital Marketplace frameworks). * Strong experience in bid management and responding to tenders, including RFQs, RFIs, and RFPs. * Understanding of Clinical EDMS and its impact on NHS digital transformation, EPR integration, and shared care records. * Working knowledge of data protection laws, compliance, and governance frameworks, particularly GDPR, NHS DSPT, and records retention policies. * Experience supporting and advising clients on Data Protection Impact Assessments (DPIAs) and other compliance documentation. * Understanding of information governance principles in NHS and public sector organisations. * Strong commercial awareness, including sales forecasting and reporting. * Track record of achieving targets and selling at senior board level. * Consultative, measured approach to relationship-building while remaining results-driven. * Ability to engage effectively with NHS leadership, including CCIOs and digital transformation leads. * Experience working with CRM systems and digital marketing techniques | **Essential**   * Significant experience working with NHS/public sector procurement frameworks and securing deals through structured frameworks. * Demonstrable experience in supporting and leading bid applications for NHS and public sector tenders. * Experience in selling both physical records storage solutions and digitisation services. * Proven ability to engage with NHS procurement teams and senior clinical leadership. * Experience in leading RFQ, RFI, and RFP bid responses. * Working knowledge of NHS compliance frameworks, DSPT, and data protection regulations. * Experience supporting clients in developing DPIAs and other compliance documentation. * Ability to shape value propositions to drive digital transformation.   **Desirable**   * Degree level qualification or equivalent. * Recognised sales training to an advanced level. |