

Job Description: Head of Contracts and Business Development



General role information	
Job Title:	UK Head of NHS Contracts and Business Development
Reporting to:	Director of Business Development & Engagement
Salary Band:	Band L
Notice period:	3 Months
Budget Responsibility?	Yes
Contract type?	Permanent
Direct Reports?	Yes
Client facing role?	No
Key stakeholders – internal?	Senior Leadership Team, Executive Team, UK Board, Operations, Finance, Clinical, Governance, Business Intelligence, Digital Marketing & Communications and wider operational teams.
Key stakeholders – external?	NHS England, Integrated Care Boards, commissioners, NHS Trusts, Local Authorities, procurement teams, existing and prospective NHS partners and other healthcare organisations relevant to MSI UK's commercial and strategic ambitions.

About MSI Reproductive Choices

Only when choice is a reality for each of us, can we create a better, more equal world for everyone. Here at MSI Reproductive Choices UK (MSI UK) we are proud to be a social enterprise that is changing the world for the better, we reinvest and donate our profits towards creating a positive social change across 37 countries globally.

As one of the world's leading providers of sexual and reproductive healthcare our aim is simple: to empower clients to make the reproductive choices that are right for them. That is what we mean by client-centred care.

At MSI Reproductive Choices UK our client-centred care philosophy means respecting our clients as active partners in their own service, caring about who our clients are, their experiences, and how they feel before, during and after they access care with us.

MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our

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organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.

We pride ourselves on having a Just and Learning culture and recognise that successes or mistakes are the product of many factors and our learning focuses on changing systems and processes to make it easier for people to do their jobs safely.

The department / team

The Head of NHS Contracts and Business Development operates within the Business Development & Engagement Directorate and leads the organisation's Business Development and NHS Contracts function. This is a commercially focused, high-accountability environment operating within a rapidly changing NHS landscape. The team is responsible for protecting and maximising the value of MSI UK's existing NHS contracts while identifying, developing and securing new opportunities for sustainable growth.

The function must combine excellent contract management with active business development. Every contract should have a clear retention, growth and market-share strategy, supported by strong systems, accurate intelligence, disciplined processes and clear accountability.

The team will maintain comprehensive visibility of the NHS market, commissioning cycles, procurement opportunities, competitor activity, contract performance and emerging healthcare priorities so that MSI UK is positioned proactively rather than reactively.

The role

The Head of NHS Contracts & Business Development is responsible for leading MSI UK's NHS Contracts and Business Development function, ensuring existing contracts are effectively managed, opportunities for growth are maximised and new business opportunities are progressed in line with organisational priorities.

The postholder will lead the NHS Contracts & Business Development, ensuring efficient systems, consistent processes and robust contract management arrangements are in place across the organisation. Working closely with the Director of Business Development & Engagement, the role will support delivery of the Directorate's commercial strategy by protecting existing contracts, developing market share, coordinating tender activity and maintaining a high-quality national business development pipeline.

The role combines operational leadership with commercial awareness and will ensure MSI UK remains well positioned to respond to NHS commissioning opportunities while maintaining excellent commissioner relationships and delivering sustainable growth aligned with MSI UK's charitable purpose.

Key responsibilities

1. Business Development Delivery

- Deliver the organisational Business Development Strategy.
- Support delivery of annual commercial objectives.
- Identify opportunities to grow existing services.

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- Develop market-share plans across existing contracts.
- Maintain awareness of NHS commissioning developments.
- Work with the Director to identify future commercial opportunities.

2. Contract Management Excellence

Maintain a comprehensive national contract-management framework covering every MSI UK NHS contract.

- Ensure consistent systems, processes, templates and governance arrangements are used across the entire contractual portfolio.
- Maintain clear oversight of:
 - contractual obligations;
 - contract values;
 - activity and performance;
 - market share;
 - commissioner requirements;
 - reporting deadlines;
 - review meetings;
 - fee arrangements;
 - contractual risks;
 - renewal and expiry dates;
 - recommissioning intentions;
 - growth opportunities.
- Ensure every contract has a documented Contract Development Plan covering retention, performance, risk, market-share development and future opportunity.
- Develop clear standards for Contract Review Meetings and ensure MSI UK attends fully prepared, with accurate performance information, identified risks, agreed objectives and clear follow-up actions.

3. Market Share Growth

- Establish a clear understanding of MSI UK's current market position within each contractual geography.
- Develop market-share growth plans for all relevant contracts, with defined targets, interventions and measures of success.
- Use activity data, referral intelligence, competitor analysis, digital performance, demographic information and wider market insight to understand barriers and opportunities.
- Identify areas where MSI UK is underperforming against contractual potential or available population demand and develop corrective plans.
- Work collaboratively with Operations and Digital Marketing & Communications to ensure local growth plans are supported by appropriate capacity, referral development, awareness and acquisition activity.
- Monitor growth performance routinely and intervene where agreed plans are not delivering the required outcomes.

4. National Business Development Pipeline

- Maintain and manage the national business development pipeline.
- Ensure MSI UK has visibility of all relevant:
 - forthcoming procurements;
 - recommissioning activity;
 - market engagement exercises;
 - contract extensions;
 - service redesign programmes;

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- partnership opportunities;
 - new service opportunities;
 - strategic NHS developments.
- Challenge the team to continually build the pipeline.
- Use NHS intelligence, commissioner relationships, market data, Contract Advance and other appropriate sources to identify future opportunities.

5. Tender and Procurement Management

- Maintain comprehensive oversight of NHS tender and procurement opportunities relevant to MSI UK.
- Lead major tender submissions from initial assessment through to final submission.
- Establish clear bid governance, accountabilities, timelines and quality standards.
- Coordinate contributions from Operations, Finance, Clinical, Governance, BI, Digital and other relevant teams.
- Ensure tender lessons learned are captured following every significant procurement.
- Maintain organisational readiness for future procurement opportunities rather than commencing preparation only after a tender is published.
- Work with relevant colleagues to ensure successful bids transition effectively into mobilisation.

6. Performance and Reporting

- Ensure CRM, contract databases and pipeline systems provide a single, accurate view of commercial activity.
- Develop dashboards and reporting that provide visibility of:
 - contract values;
 - market share;
 - growth performance;
 - pipeline value;
 - pipeline conversion;
 - tender activity;
 - tender win rates;
 - fee negotiations;
 - contract risks;
 - renewal dates;
 - commissioner issues;
 - emerging opportunities.
- Use BI and market intelligence to drive decisions rather than relying on anecdotal information.
- Continually evaluate whether systems and processes remain efficient, proportionate and fit for purpose.

7. Leadership, Accountability and Team Performance

- Provide visible, decisive leadership to the Contracts & Business Development team.
- Establish a clear culture of ownership, pace, commercial curiosity and accountability.
- Set clear individual and team objectives directly linked to:
 - contract performance;
 - market-share growth;
 - contract retention;
 - pipeline development;
 - tender performance;

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- fee negotiations;
 - new business secured.
- Ensure every team member understands their contribution to MSI UK's success.
- Hold individuals accountable for agreed actions and outcomes.
- Coach and develop team members to strengthen commercial thinking, NHS knowledge, negotiation capability, contract management and business development skills.
- Address underperformance promptly and constructively.
- Promote a culture in which the team actively seeks opportunities, challenges assumptions and anticipates change.
- Develop succession and capability within the function to ensure long-term organisational resilience.
- Act as an ambassador for MSI UK and model the organisation's values and expected leadership behaviours.

Additional Requirements

- Willingness to travel nationally and attend external meetings as required.
- Ability to represent MSI UK credibly with senior NHS and commissioner stakeholders.
- Flexibility to respond to significant procurement, contractual or commercial requirements where business-critical deadlines arise.

Key Skills and Experience

Essential

- Significant senior-level experience in business development, contract management, commercial management or NHS commissioning.
- Demonstrable track record of delivering measurable business growth and increasing market share.
- Strong track record of managing significant contract portfolios and establishing effective contract-management systems and governance.
- Extensive understanding of NHS commissioning, procurement and contracting environments.
- Demonstrable experience of identifying and developing new business opportunities.
- Experience of maintaining and converting a significant commercial pipeline.
- Proven experience leading complex NHS tenders and multidisciplinary bid processes.
- Strong experience of contract negotiation, fee negotiation and commercial decision-making.
- Strong commercial and financial acumen
- Strong understanding of contract performance, risk and assurance.
- Demonstrable leadership experience, including leading high-performing teams, setting expectations and holding others accountable for results.
- Excellent written and verbal communication skills.

Desirable

- Experience within sexual and reproductive healthcare, women's health, the NHS or another regulated healthcare environment.
- Detailed understanding of Integrated Care Boards and wider NHS system structures.

Formal Education/qualification

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- Degree or equivalent senior-level experience in business, commercial management, healthcare management, commissioning or a related discipline.
- Relevant professional qualification in business development, commercial management, procurement, contracting or leadership is desirable.
- Full driving licence and ability to travel nationally as required.

Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

For this role, we're looking for an individual who is:

- Pro-choice, support and adhere to MSI vision and goals.
- Dynamic, creative individual with the ability to show initiative.
- Team player, providing support and encouragement.
- Organised and process oriented, with an attention to detail and able to prioritise workload.
- Customer focused, responsive to changing priorities and demands.
- Strong communication skills and a team player.
- Ability to analyse complex problems in a structured manner whilst working under pressure.
- Focused on delivery with a 'can do' approach.
- Demonstrates MSI team member behaviours and professional self-development.

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Signature

By signing below, you indicate that you have read and agree to this job description.

Full name:

Signature:

Date: