

## Role Description

**Job Code:** Bid Writer

**Reporting To:** Head of Bids (North/South)

**Purpose:** Secure new work and develop future work streams through the Business Development and Proposals Process. Provide engaging copy for inclusion in Proposals, and maintain robust systems and processes to assist in the work winning process. Establishing excellent client and industry relationships, and building a network of internal relationships to support the achievement of this purpose.

## Value

### KPIs

- Manage the day-to-day production and compilation of Proposals and ensuring timely outputs that enable review by [Bid Manager](#), Head of Bids, Head of Estimating, Head of Marketing, Commercial Manager and Board of Directors.
- Produce copy for Proposals and support materials for client engagement, competitive dialogue, site visits, interviews and mobilisation handover.
- Seeking and managing input from subject experts within the business to deliver compelling Proposals.
- Assist in tracking opportunities and through the OJEU and lead generation process as instructed by [Bid Manager](#), Head of Bids and Board of Directors.
- Proactively research future work pipelines, assist the Business Development and Marketing Team in identifying pipeline opportunities and strategies to engage with prospective clients. Agree and implement strategies to secure work from the pipeline.
- Implement company Policies, company and industry standards and manage regulatory compliance with procurement regulations and client technical requirements.
- Collaborate with other members of the Business Development and Marketing Team and the Board of Directors to develop best practise and implement change.
- Build a detailed understanding of the social housing maintenance market and the company's offering within the repairs, gas, electrical, planned works, facilities management and insurance sectors.

*Demonstrate innovation and 'value added' initiatives leading to efficiencies or improved work winning performance*

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- Participate in conferences, exhibitions, seminars and presentations as required. Assisting at events where the business is exhibiting.
- Represent the company at client meetings, tender briefings, market testing exercises and competitive dialogue meetings.

## Right First Time

### KPIs

- Maintain the MSi Business Development CRM system in accordance with company policy, and log all information relevant to current and prospective clients and opportunities.
- Ensuring consistency of style, content and message throughout Proposals and other material.
- Monitor and manage the central Business Development and Marketing Team email account and distribute information to the relevant individuals in relation to ongoing and future business opportunities.
- Monitor and maintain validity of information on online procurement proposals.
- Source Proposals documentation from online sources and store in line with agreed MS and Business Development and Marketing Team processes.
- Track business development opportunities and update associated information via the MSi Business Development CRM system, with a key focus on work in progress, submitted Proposals, success rates, secured work for the current year against target, and monitoring future years against the pipeline of known opportunities.
- Identify, develop and incorporate new ideas and best practice into the Business Development process to drive Proposal innovation and improve success rates.
- Maintain accurate and current documentation in line with company standards, including the development and maintenance of the Bid Information Library.
- Attend and actively participate in bid launch, mid-bid review, and tender settlement meetings in order to agree strategy, review progress, ensure timely and successful completion of Proposals, and obtain sign off from the Board of Directors.

## Role Description

### Customer Recommended

#### KPIs

- Maintain relationships with existing clients to ensure the timely sourcing of project references to assist in future work winning.
- Build and maintaining relationships with prospective clients and other parties including procurement and legal consultants, regulatory and business interest groups.
- Seek, analyse and distribute feedback on Proposals – successful and unsuccessful – in order to continually improve the quality of technical and commercial output.
- Oversee the application of the Perfect Delivery principles particularly the development of the customer charter at the outset of new business relationships and monitor Team attainment of Perfect Delivery objectives and KPIs.
- Review complaints and compliments to identify trends in service delivery. Develop and implement action plans to address any areas of customer dis-satisfaction.

*ITT hit rate target of 25%*

*PQQ hit rate target of 90%*

### People Promise

#### KPIs

- Be a role model for People Promise, recognising the efforts and achievements of colleagues and demonstrating the honesty and consistency expected of a member of the Business Development and Marketing Team.
- Actively celebrate success as part of the Business Development and Marketing Team.
- Assist the Business Development and Marketing Team and Marketing in actively communicating activities and successes to the wider business and the industry.
- Progress towards a professional membership, such as the Association of Proposals Management Professionals – Foundation Level.

### Safe

#### KPIs

- Support the implementation of Health, Safety and Environmental strategy and management.

*Actively minimise Health, Safety and*

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- Presentation of Health, Safety and Environment information in a clear and consistent format in proposals
- Monitor industry developments in relation to health, Safety and Environmental practices, and ensure that this information is distributed to the Business Development and Marketing Team, Health, Safety and Environmental Team, and Board of Directors.

*Environmental incidents in order to contribute to company targets.*

## Technical Skills and Knowledge

	Safe	People Promise	Right First Time	Value	Recommended																																																																																																										
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