

**Job Code 039**      **BID ASSISTANT**

**Reporting to:**      Business Development Manager/Regional Partnerships Director

**Purpose:**      Assist in all the activities necessary to achieve the business objectives by providing a co-ordinated Bid administrative function

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<b>Achieving Results</b>
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- Delivering a full administration resource to the Business Development team
- Coordinating Business Development administration activities
- Ensuring all administration activities are completed as instructed or required to maximise bid/tender success
- Supporting other areas of the team when required and as requested

<b>Managing the Process</b>
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**Research & analysis of property markets and legislation affecting them**

- By use of the internet, printed documents and publications and reporting via a monthly summary of key findings and issues
- Keeping abreast of changes in legislation as they affect the construction industry and reporting on strategic issues

**Assisting in the preparation and submission of documents**

- Assisting in the preparation and submission of an excellent standard of PQOs, tenders and other bid documentation and coordinate the production of promotional brochures, newsletters, press releases and exhibition material.
- Through research and analysis provide key support material for bid submissions.
- Assisting in the preparation of formal presentations for interviews.
- Preparing bid information including tender reviews.
- Production of project case studies, newsletters and other promotional material.

**Administration**

- Filing
- Typing
- Information management and dissemination to the correct person
- Service Delivery data collation and production of results
- Coordination of information to and from clients
- Updating Business Development systems including CRM
- Telephone call fielding
- Photocopying, scanning and emailing

**Team membership responsibility**

- Close liaison with other members of the Business Development team
- Tracking tender opportunities and reporting these to the BD team
- Supporting the BD team in their other roles

## **Comply with LIMS procedure relating to Business Development**

- Familiarise self with process flow charts and ensure that any action for which you are responsible are carried out at the appropriate time.
- Keep the relevant sections of the LIMS procedure manual updated with all amendments issued periodically.

### **Serving the Customer (Internal and External)**

#### **Liaise with internal and external Clients by various methods of communication**

- Fielding telephone enquiries, making appointments and responding to routine written correspondence.

#### **Maintain a database of Clients and contacts**

- Using the Business Development database to log all contacts and our activity with them.
- Maintain the CRM database
- Manage the Business Development tender files on T Drive including their updating, filing and distribution

### **Service First**

- Develop and maintain productive relationships with the Client & Customers
- Understand the importance of customer service and adhere to Service First principles at all times
- Promote a clear focus on quality assurance, service accessibility and responsiveness, maximising client involvement and feedback
- Promote the profile of Lovell Partnerships Ltd
- Every individual across the business has a responsibility to work in accordance with the Service First Principles

### **Delivering Quality**

#### **Market and promote the activities and profile of Lovell**

- Always offer Lovell as a solution to Clients development needs
- Ensure an excellent standard of quality is maintained when producing quality submissions, presentation material and other promotional literature which will be viewed by our existing and prospective clients.
- Demonstrate a commitment to the principles of Equal Opportunities at all times.



## Technical Skills and Knowledge

	Basic	Intermediate	Advanced
Microsoft Word			
Microsoft Excel			
Microsoft Outlook			
Microsoft Power Point			
Microsoft Publisher			
Microsoft Project			
Form & develop relationships with key Clients			
Knowledge & understanding of Egan			
Agenda and Partnering principals			
Knowledge and understanding of KPI's, Customer Charter, Benchmarking and continuous improvement practices			
Knowledge and understanding of Government Legislation & Policy relating to Decent Homes Standard			
Knowledge & understanding of research methodologies			
Knowledge & understanding of various procurement routes, i.e. PFI, LSVT, ALMO, Regen Co. JVC, HC, HDC, MRA, Cross-subsidy, etc			

## Training Matrix

A training matrix for this role, which includes all the compulsory training which is required, is published on the People Development site in INSITE. Full course descriptions explaining the content of these courses are also available on INSITE.

## Qualifications

Evidence of high education is normally required for this role. A Marketing qualification is desirable. A strong written and oral command of the English language is essential.