

Job Description: Bid manager

Function:	Segment sales function
Job:	Bid management
Position:	Bid manager
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Sales director – Government
Additional reporting line to:	Head of bid services
Position location:	TBC

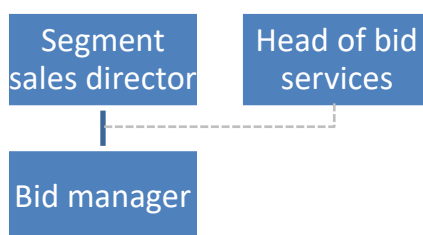
1. Purpose of the Job – State concisely the aim of the job.

- To actively manage the tender process for medium and complex bids, adding value and effective support to the segment sales team by leading all day to day bid activity, ensuring bid framework procedures and governance are followed to deliver a compliant, compelling bid on time, and ensuring bid documentation is of a high standard, is clear, appropriate to the project, and communicates the agreed win strategies and win themes.

2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

Segment Revenue FY20:	€538m	UK&I Government Sales volumes/targets (average per year)	Organic Growth Rate: 7%	Target Retention Volumes £36m	Average annual retention per Bid Manager £12m
				New Development Volumes: £90m	Average annual new development per Bid Manager: £30m
All volumes and targets above from FY22-FY25 Segment Strategic Plan					
Characteristics	Contribute to the expectations of the segment growth strategy; income targets for each fiscal year. This will be discussed year on year with you				

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Is a key member of the bid project team for medium and complex opportunities
- Champions the use of, and carries out all work in line with, the defined Sodexo bid framework procedures, governance and processes and takes ownership for the end to end process on medium and complex bids from qualification through to contract award
- Controls and consolidates the bid response ensuring the structure complies with the client request
- Creates, issues and manages response templates; establishes the bid timetable
- Identifies and highlights risk within the tender processes
- Guides the bid project team to identify strategy, value proposition and win themes, and to develop solutions appropriate for the bid

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Provide active bid management support and lead all day to day bid activities for medium and complex bids (as identified using the project evaluation matrix) in line with the defined bid framework process
- Compile, issue and maintain the bid plan and compliance matrix, agreeing responsibilities and timeframes with the appropriate sales lead
- Log and track risk throughout the tender process, highlighting areas of concern with the sales lead
- Manage and communicate to the bid team all bid-related interactions through the relevant client portal, including document management, CQs, messages and submission of completed responses
- Play a key role in scheduling and delivering bid team meetings (kick off, storyboarding sessions, key reviews, governance/sign off etc) to ensure that the project is properly resourced, accountabilities are agreed, all deliverables are viable in the time available and that the bid framework process is adhered to
- Contribute to content creation for bids as required by the sales lead, particularly for segment specific questions on prequalification submissions
- Act as a consultative counterpart to sales to provide a 'fresh eyes' perspective and provide effective challenge to decisions/solutions
- Ensure the winning strategy and win themes are articulated effectively throughout the bid response, showing excellent appreciation of what the client needs
- Maintain clear and regular communication with all stakeholders and close liaison with subject matter experts, making sure they are briefed early and understand bid requirements/expectations
- Create, publish and submit tender response documents in accordance with agreed timetables, collaborating where needed with the bid creative team for conceptual development, artworking and printing
- Own the master response files and collation of completed responses
- Prepare internal and client facing presentation materials relating to the bids as required throughout the bid process
- Respond to messages and submit bids within customer defined timeframes
- Arrange post bid/lessons learnt reviews and implement resulting actions
- Be professional in communications with all employees, clients and customers and ensure that confidentiality of information is maintained
- Ensure consistently high standards are maintained in all bid response documentation and sales materials through use of templates, and thorough content reviews including proofreading and formatting checks
- Nominate content to contribute to the central bid library (BidNet) and provide constructive feedback on library content
- Support the development and refinement of the bid framework tools and processes by providing feedback and ideas and taking an active role in bid management professional family meetings
- Provide CRM administration support to the segment sales team to ensure that the data within Salesforce is up-to-date, comprehensive and meets data quality requirements
- As required, provide administrative support to the sales team by supporting the booking of meetings, events and other general administrative tasks.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- All client requirements including the bid submission are responded to within the required timeframes
- The defined bid framework tools and processes are followed by all bid team members throughout the bid
- Bid submissions are compliant with client requirements and are compelling, clearly articulating winning strategies, win themes and the Sodexo solution
- Bids are well planned with responsibilities, expectations and timescales made clear to all stakeholders
- Bids are thoroughly reviewed prior to submission

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Able to communicate and influence at a senior level, both within Sodexo and client organisations
- Proven capability in planning, producing and delivering compliant bids with the ability to manage multi-workstream opportunities and large numbers of contributors in a complex business environment
- Able to provide input into bid/no-bid decisions, identifying win strategies and solution design
- Good understanding of risk management and mitigation
- Strong people management and networking skills
- Solid ability and desire to implement internal governance processes (bid framework)
- Document management capability including effective version control
- Excellent attention to detail
- Strong time management/prioritisation skills
- Self-confident, diplomatic but firm under pressure
- Written English to a high standard; able to author, edit and challenge content
- APMP certified at least Foundation level, preferably Practitioner or Professional level
- Graduate calibre
- Advanced MS Word skills and proficiency in MS Office – a working knowledge of InDesign would also be useful
- A flexible approach to the working week to accommodate the peaks and troughs of the bid lifecycle
- Awareness of market trends, particularly within the FM sector

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Commercial Awareness

9. Management Approval – To be completed by document owner

Version	V1	Date	
Document Owner	[TBC]		