

Job Description: Bid manager

Function:	Government & Agencies: Justice Segment – Sales
Job:	Bid Management
Position:	Bid manager
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Business Development Manager – Justice UK&I
Additional reporting line to:	Head of Bid Services
Position location:	Home Worker

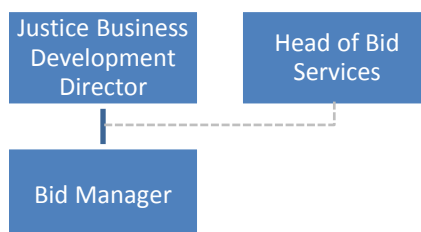
1. Purpose of the Job – State concisely the aim of the job.

- 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.

Revenue FY19:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc						
		Net income growth:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Cash conversion:	tbc						
Characteristics		<ul style="list-style-type: none">▪ May be required to work within specific budget restrictions on a bid by bid basis▪ No direct reports, but co-ordinates sales teams, subject matter experts and other bid contributors							

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 strategic and high priority bids
- Champions the use of, and carries out all work in line with, the defined Sodexo bid framework procedures, governance and processes
- Takes ownership for the end to end process on strategic bids from qualification through to contract award, reporting back to segment and head of bid services at each milestone and checkpoint
- 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 risks, assumptions and opportunities 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
- Supports content creation/bid writing

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

- **Justice Business Development:**
- Leads work on diversification into new markets and regions, including international markets which the UK team will lead (e.g. Australia, New Zealand and Canada)
- Single point of contact for all CRM Administration; managing Client Relationships; webs of influence and pipeline analysis
- Responsible for relationships with Clients; Policy Makers and Influencers at Senior Level in Government
- Market analysis and research into market conditions; competitors and criminal justice developments
- Lead innovation and policy development for the Sodexo Justice approach to rehabilitation and reducing reoffending
- **Bid Management:**
- 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, assumptions and opportunities 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
- Schedule, facilitate and contribute to 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
- Support segment bid writer/sales lead with content create for bids as required
- 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
- Work with segment sales teams to identify, populate and maintain segment specific bid content within the BidNet library to ensure appropriate materials are available for use in all bids. Also, provide constructive feedback on centrally managed 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

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

- **Segment Specific Experience:**
 - A minimum of two years' experience working in the criminal justice sector at a senior level; including policy development
 - Confident in dealing with senior Government officials as part of policy development and commissioning programmes
 - Acute understanding of the UK criminal justice market and policy development currently underway
 - Given our diversification ambition; experience of international criminal justice markets, such as Australia, New Zealand and Canada, would be extremely desirable
 - **Bid Management:**
 - A minimum of two years' experience in managing bid processes within an FM services market
 - Able to demonstrate the necessary personality and leadership skills to guide a diverse virtual team successfully through the bid process
 - Able to build relationships with both internal departments and client representatives, and comfortable working at CEO/Director level
 - Solid ability and desire to implement internal governance processes (bid framework)
 - Proven ability to work under pressure to plan and deliver compliant, professionally produced proposals within client-defined timeframes, and to manage multi-workstream opportunities with many contributors
 - Awareness of market trends, particularly within the FM sector
 - Strong evaluation skills to respond effectively to client requests, including input into bid/no-bid decisions, identifying win strategies, solution design, and risk and opportunities logs
 - Written English to a high standard; able to research, author, edit and challenge content
 - Advanced MS Word skills and proficiency in MS Office – a working knowledge of InDesign would also be useful
 - Experience of using O365 SharePoint to support bid management processes and document management
 - Knowledge of recognised bid management methodology; APMP training and/or project management certification would be beneficial
 - Excellent attention to detail
 - Strong time management/prioritisation skills
 - Self-confident, diplomatic but firm under pressure
 - A flexible approach to the working week to accommodate the peaks and troughs of the bid lifecycle, including working outside of normal working hours on weekdays and weekends when required
- Desirable
- Ability to develop strategic direction; utilising market analysis and commercial analytics to support diversification and go to market strategy development
 - Experience of Client Relationships at Senior Level in Government
 - Degree level academic background with a focus on criminal justice

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

<input type="checkbox"/> Growth, Client & Customer Satisfaction / Quality of Services provided	<input type="checkbox"/> Leadership & People Management
<input type="checkbox"/> Rigorous management of results	<input type="checkbox"/> Innovation and Change
<input type="checkbox"/> Brand Notoriety	<input type="checkbox"/> Commercial Awareness
<input type="checkbox"/> Building people competitiveness	<input type="checkbox"/> Personal and influencing skills
<input type="checkbox"/> Intellectual agility and willingness to learn	

9. Management Approval – To be completed by document owner

Version	V3	Date	7 March 2019
Document Owner	Charlotte Pattison-Rideout		