

## Job Description Bid Manager

### Job Function

The successful candidate will design, implement, drive, lead and control the bid process for client retention and new sales in line with agreed processes and procedures, ensuring systems and tools (RFP database and bid library) are maintained to the highest standards. You will seek out new opportunities and drive quality and consistency to increase win-rate, improve compliance and maximise profit, taking full ownership and accountability of all tenders and managing all stakeholders effectively to deliver. You will create a sustainable competitive advantage in the look, feel and content of FSG bids.

**Reporting to:** Geoffrey Bray, Chairman & Marketing Director

## Key responsibilities and accountabilities

- Design, refine and implement processes and procedures to deliver a highly competitive bid management function for FSG, maximising sales opportunities
- Manage the daily operations of the Tender Desk for new sales and client retention, following and enforcing the operational processes and procedures implemented. This includes sales support, RFI's, PQQ's and Tenders
- Conduct daily workflow completing work and tasks appropriately, streamlining processes and improving communications
- Maintain, manage and build on the current RFP database. Ensure all content is managed, cleansed and updated. Continue to build as a valuable, scalable tool
- Ensure consistency of the FSG brand in tenders, and that the corporate style and structure is consistent throughout. Refresh as necessary
- Manage and maintain master templates for tenders and supporting sales documentation
- Conduct and lead engagement meetings for all projects. Follow the FSG project management process and ensure deliverables and milestones are met by all parties
- Develop and maintain links with FSG colleagues for purposes of information sharing, particularly with the Sales team, setting high standards and expectations around their roles and involvement
- Develop and maintain relationships with external suppliers relied upon for tender processes
- Provide comprehensive information for new and existing products, gathering technical information from the business as required
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- Take full responsibility for all tenders before release to the client or prospect, utilising feedback on content or design improvements
- Grow and improve company accreditations to support and improve the tender process
- Diary, task, activity and action point management
- Manage email inbox effectively to ensure maximum productivity and efficiency on a day-to-day basis
- Ad hoc tasks as required by the business

# Key Dimensions

## Motivation and Experience

- Knowledge of fleet management and customer facing skills are preferable
- Must be adept in the use of a PC, internet and email and able to grasp new software applications easily and quickly. Able to use Microsoft Word, Excel and Outlook to an intermediate level
- Excellent administration skills
- Is prepared to go the 'extra mile' in order to achieve excellent end results
- Must be highly numerate and literate with the ability to understand statistical information, business reports, quotations and proposals

## Communication Skills

- A positive attitude and approach to dealing with customers
- An assertive and confident communication style
- Excellent questioning and listening skills with an ability to assimilate accurate information
- Able to instantly build and maintain rapport with a range of people
- Succinct and direct in both written and verbal communication delivery
- Strong influencing skills

## Organisation and Planning

- Able to approach tasks with strategic forethought
- A proactive and dynamic attitude to problem solving
- Comfortable with managing and embedding processes and procedures
- Able to manage a portfolio of accounts with differing requirements, competently dealing with all aspects of their day-to-day operation
- Able to assimilate, collate and record information, demonstrating a high degree of accuracy
- Can set objectives and plan how to achieve them

## Flexibility and Resilience

- Uses initiative to react with a sense of urgency and consistency to challenges when presented
- Able to think clearly under pressure and deliver requirements to a consistently high standard
- Can remain focussed
- Able to self-motivate and keep positive in challenging situations
- Enjoys working to targets, striving for results within strict deadlines

## Team Awareness

- Prepared to proactively support colleagues
- A natural propensity to volunteer to help others to ensure the successful conclusion of tasks

## Personal Projection

- Self-driven and results orientated
- Able to assess own performance to ensure progress and development
- Reliable, consistent and tenacious
- Chases responsibility and is accountable
- A positive, mature and confident manner
- Professional and calm demeanour
- Inspires confidence by sharing knowledge and experience

- Openly promotes the FSG ethos

### **Personal Situation**

- Able to work a minimum of 40 hours per week, prepared to work as required to meet client deadlines
- Able to commute to work reliably
- Able to remain flexible with regard to holiday dates

### **Package**

- Comprehensive training
- Competitive and attractive salary
- Bonus and/or Performance Related Pay Schemes available\*
- Month 13 Bonus Scheme\*
- 28 days annual holiday (including Bank Holidays)
- Additional holiday entitlement\*
- Permanent Health Insurance and Death In Service cover\*
- Group Personal Pension scheme
- Pleasant, modern working environment

\* Subject to a qualifying period, within specific roles