

JOB DESCRIPTION

Job title	MHLD Bid Manager (12-month FTC25-hours per week)
Department	Mental Health & Learning Disabilities (MHLD) Business Development
Reports to	MHLD Bid Team Manager
Grade	4
Location	Open to post holder's preference: Home Based, Hybrid Home /Office Based, or may be Office Based if preferred

Job purpose	<p>Lead and support competitive and proactive projects ensuring that bid project teams remain informed, engaged and driven to achieve the best outcome. Manage the end-to-end process and produce a creative compelling written bid submission as well as accompanying materials and presentations.</p> <p>Secure new business and retained revenue across a broad range of product lines. Achieve this through governed proactive and competitive tendering. Hit personal targets and contribute to the achievement of team targets.</p> <p>Develop and sustain positive productive relationships with colleagues across Operations and Corporate Support Teams; ensuring their needs, solutions and bid requirements are fully aligned and understood.</p> <p>Input into continuous development across business development activities. Gather and record performance data and feedback on bids and tenders submitted. Input into recommendations for change and improvement in the bid governance process.</p>
Key accountabilities	<ul style="list-style-type: none"> • Manage the end-to-end process of competitive and proactive Bid Management and Bid Submissions in accordance with the prevailing gated Business Development Governance Framework. • Proactively seek opportunities aligned to the approved strategies and governance criteria for product sales and footprint management. • Ensure Bid Projects are recorded and updated on the management systems. • Form, organise and lead a Bid Project Team for each new process. Ensure effective communication, collaboration, shared understanding, and timely creative contributions. • Initiate, develop and manage a detailed Bid Solution Plan. Use the approved template to capture headlines, deadlines, roles, critical information, contract analysis, risk actions, solutions, and decisions. • Establish and maintain communication and clarification channels with commissioners in respect of Bids under your management, including initial and ongoing online portal communication.

	<ul style="list-style-type: none"> Analyse the requirement of Bid Documentation and complete detailed risk and opportunity appraisals. Compile detailed risk mitigation plans to inform Bid Solutions and Bid Implementations. Seek, explore, and capture win themes, reasons for purchase and unique selling points to use in each Bid Submission. Ensure these align to the output specification. Lead problem-solving and creative discussions to deliver a competitive compelling solution to the commissioning body Lead discussions on the optimum delivery model and create staffing structures, pricing strategy and pricing inputs. Liaise with Finance colleagues to populate a pricing model and explore positive and negative 'what if' scenarios through sensitivity testing. For major Bid Projects, utilise daily scrum sessions to sustain momentum, energise problem solving and deliver innovative deliverable solutions. Lead the discussion on Bid / no Bid decisions. Record all decisions. Seek, receive, and record appropriate authorisations that are compliant to prevailing authority instructions Design, storyboard, write and submit the written Bid Submission. This includes a quality check on all incorporated contributions from colleagues. In each Bid Submission: Ensure the commissioning body's requirements are met, their terminology is reflected and that Turning Point's brand, value proposition and ethos are evident throughout. If required: Identify the Presentation / Interview Team for each Bid Project. Ensure their understanding of the commissioner's requirements and of our submitted model / solution / pricing. Personally attend interviews and presentations for your Bid Projects if required (noting most are now remotely delivered); unless the commissioner's stated requirements are different. Receive Bid Project results: Provide these to the Head of Business Development for consideration and wider communication. Ensure that Bid Project results are captured on management systems. Handover winning Bid Projects to relevant Implementation & Operations resources. Ensure their understanding of the submitted model, price and of the contract and output specification. Have nominated relationships with central support colleagues that are proactively nurtured to update information, align plans, activities, and requirements.
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	<ul style="list-style-type: none">• Ensure feedback and learning is secured from the commissioning body and subsequently analysed and recorded in respect of every Bid project irrespective of outcome.• Assist the Bid team Manager to identify and record trends in bid performance, market expectation, commissioning body behaviours and intentions. Identify and record competitor activity in bid processes.• Participate in product reviews and new product development as required.• Attend online market events as required and provide detailed feedback on learning and actions to be taken. partners.• Actively participate in one-to-one skills and performance development sessions, proactively sharing your challenges, ideas, and solutions.• Participate in a weekly planning call to share challenges, ideas, and solutions across the team and to prepare for the activities of the week ahead.• Attend, participate in and occasionally design quarterly workshops for product learning, product development, external market analysis, solutions development, and improvement.• Other Information• The post does not require extensive or regular travel and can be home based if preferred.• The post holder is expected to travel to team meetings that are generally held every three months. The location of these meetings changes for each session.• The post holder is expected to join meeting and presentation teams at customer sites if needed, albeit this is seldom necessary now that the events increasingly happen through video conferencing.• The post holder will be asked to visit service delivery sites as part of their induction and may be required / or choose to visit these sites when bids are being prepared relevant to them.• Team targets are set and performance to these targets will be monitored. Targets will measure the quality of bid submissions and the contribution of generation to both new business and retained revenue. Compliance to the prevailing Business Development Governance Framework requirements will also be monitored
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Dimensions	Direct reports	<ul style="list-style-type: none"> As required according to business need. Influences the thinking, ambition and behaviour of business development and operational colleagues about product / service development and positioning the business for effective growth activity. Leads bid project teams to discuss and deliver solutions, reach decisions, and produce output within tight deadlines
	Total staff overseen	<ul style="list-style-type: none"> None
	Internal contacts	<ul style="list-style-type: none"> Works closely with colleagues across Business Development and Business Unit Operations Teams Central Support staff at all levels. Substance Misuse and Public Health Business Unit Teams.
	External contacts	<ul style="list-style-type: none"> Commissioners in advance of and as part of the pitch, bid or sales process. Other organisations in current and new partnership and sub-contracting arrangements.
	Planning horizon	<ul style="list-style-type: none"> 0-24 months typically. Participates in product reviews which are completed on an annual rolling basis.
	Problems solved	<ul style="list-style-type: none"> Creates solutions linked to funding body requirement, product and market competitiveness, financial viability of products offered, and to address the requirements of output specifications and contracts. Participates in activities to discuss and implement changes designed to improve opportunity conversion rates. Analyses opportunities for innovation, recommending evolution, revolution and evidencing the need for change.
	Financial authority	<ul style="list-style-type: none"> None Will – as part of the development team – ensure that financial rules are met in all bid and development projects. Shares specific revenue growth and retention team target

PERSON SPECIFICATION

Qualifications & Experience (E = Essential and D = Desirable)	<ul style="list-style-type: none"> Degree level qualification (D) Bid experience from any stage relating AND/OR creation of compelling and creative written business proposals (E) Delivering or supporting the winning of sales projects / sales pitches, bids, and tenders through competitive and proactive processes (D) Developing positive managed working relationships with internal or external stakeholders (E)
Knowledge (E = Essential and D = Desirable)	<ul style="list-style-type: none"> Microsoft office applications (E) Creative writing methodology (E) Relationship management methodology. (D) Sales processes, best practice and methodology (D) Project management or administration methodology (D) Knowledge of healthcare, social care or social housing gained either in a personal or professional capacity (D)
Essential Skills	<ul style="list-style-type: none"> Excellent verbal and written communication skills. Excellent creative writing style. Excellent ability to work under pressure to deadlines. Excellent ability to motivate others and secure their contributions. Excellent ability to work to deadlines and organise others to do the same. Time management & prioritisation to run concurrent growth activities. Attention to detail and highly organised. Comfortable working with people at Director and Head of Service / Senior Manager Level (internal colleagues and external customers). Ability to develop negotiation skills and be confident and diplomatic in negotiation situations.
Essential Personal Qualities	<ul style="list-style-type: none"> Confident and self-assured being willing to use own initiative; show resilience and tenacity in getting results achieved; contribute to discussions and ask questions; share ideas and be energetic in contributing to discussions. Passionate about delivering 'Inspired by Possibility' and the Turning Point

	<p>values system.</p> <ul style="list-style-type: none">• Supportive of our social enterprise culture in which every penny we make is reinvested back into improving the scope and scale of opportunities for people who access our homes and services.• Being positive about disability, mental health, substance misuse and general wellbeing; actively championing rights of all individuals to live a normal life full of opportunity, choice, and potential.• Respectful of lived experience and drawing the ideas and solutions of the people we support into new products, services and shaping our dialogue with commissioners.• Motivated and determined to achieve and exceed targets.• Resilient, willing, and able to derive learning from success and failure alike.• Flexible around working hours if it is required to deliver to project deadlines.• Willing and able to undertake occasional business travel including occasional but rare overnight stays.• Committed to sharing share ideas, solutions and working with stakeholders to identify and overcome challenges.• Committed to personal learning and continuous development.• Championing of diversity, equality and inclusion.• Standard bearer for quality of output and ethical practice.
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