**JOB DESCRIPTION**

|  |  |  |
| --- | --- | --- |
| **Job title** | Bid Writer/Business Development Officer | |
| **Department** | Substance Use & Public Health | |
| **Reports to** | Business Development Manager/Senior Bid Writer | |
| **Grade** | 5 | |
| **Salary** | £34,000-£38,000k p/a + Inner London weighting (£3,633 p/a) if applicable | |
|  |  | |
| **Job purpose** | To work as part of multi-disciplinary team to write high quality written responses and prepare successful tender submissions for Substance Use and other Public Health Services that result in:   * A minimum of 80% (by value) of existing services on average being retained at retender; * Sufficient new services being won, taking into account loss of any existing services to ensure annual organisational net-growth targets are met. | |
|  | Contribute to the creation of successful tender submissions through the production of high quality written responses to tender questions that:   * Demonstrate a thorough understanding of the service specification, evaluation criteria and other supporting tender documentation; * Effectively utilise the “Storyboard” concept/process to plan content/structure; * Fully and clearly answer the tender question taking into account both the specification and proposed delivery model; * Are tailored to the bid/locality in question and make effective use of service examples, case studies and data where appropriate; * Are clear, concise, grammatically correct and otherwise written to high standard that requires minimal improvement at second draft * Produced to agreed deadlines and within specified word/page counts | |
| Actively participate in the preparation/planning process for bids to include:   * Attending commissioner market events; * Carrying out pre-bid research; * Working with existing services prior to retender to understand delivery/performance and develop a retender action plan. | |
| Assist in the management of the bid process when acting as ‘lead writer’ on routine retenders and/or smaller bids:   * Updating the bid progress tracker on a daily basis; * Working with colleagues to ensure a clear understanding of where all responses are in the bid process; * Ensuring that all BD colleagues contributing to the bid are clear on the delivery offer/model; * Acting as single point of contact for the bid, alongside bid manager, with operations colleagues and tender co-ordination team; * Editing drafts of all final responses to ensure coherence and consistency in terms of both writing/presentational style and delivery model; * Providing updates on response completion at bid progress meetings. | |
| Support the continuous improvement of business development processes in Turning Point by:   * Participating fully in post submission ‘lessons learned’ reviews; * Reviewing commissioner feedback on bid responses post award during reflective supervision; * Acting as a subject/expert lead on a number of central support/specialist areas on behalf of the BD team to ensure we stay abreast of organisational developments/best practice (e.g. attending forums and maintaining regular contact with central support services). | |
| Prioritise, plan and organise own workload, in conjunction with line manager and BD colleagues to ensure individual bids are delivered on time to the required standard, whilst also carrying out pre-bid tasks on other opportunities in the pipeline. | |
| Draw on your experience of writing bids and working with a range of services to identify and share innovation/best practice in service delivery with Business Development & Operational Colleagues across the organisation. | |
| Deliver on your own performance objectives and actively engage in relevant continuous personal development (CPD) opportunities. | |
| Contribute to Turning Point’s business intelligence/knowledge management strategy by ensuring all bid materials are collated/stored correctly in the relevant corporate systems. | |
| Contribute to effective financial management of the BD team by carrying out day to day activities and making workplace decisions that reflect an understanding of costs. | |
| Carry out day to day tasks in accordance with stated policies/procedures. | |
| Demonstrate Turning Point’s organisational values in your day-to-day behaviour at work | |
| Undertake any other relevant duties as reasonably requested of you by your manager. | |
|  | | |
| **Dimensions** | Direct reports | None |
| Total staff overseen | None |
| Internal contacts | * Head of Business Development – understanding Bid pipeline, timescales and themes informing specific bids. * Regional Heads of Substance Use – to understand service model and sign off final responses. * Service Managers – to seek operational input (data, case studies etc) and for peer review of final resposnes if appropriate * Bid Writers – sharing information and insight to enhance best practice, joint working as required on particular tenders and peer review. * Central Support specialist staff – gathering required data/information in the right format, at the right time and seeking review of relevant responses as appropriate. |
| External contacts | Potential partner organisations or Commissioners as appropriate. |
| Planning horizon | We operate a 2 year rolling planning horizion for our bid pipeline and bid writers will be expected to support the planning, preparation and and delivery of a variety of bids at different stages in this process. |
| Problems solved | * Understanding commissioner requirements and translate into an effective and appropriate service model tailored to local need * Understanding commissioner questions and responding to them in a way that both answers the question and effectively showcases Turning Point’s service offer within limited word counts. |
| Financial authority | None |

**PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
| **Interpersonal Skills** | **Essential** | **Desirable** |
| * Demonstrable experience of working collaboratively as part of a team to deliver bids; * Ability to build constructive relationships with colleagues and external stakeholders; * Excellent verbal communication skills. |  |
| **Writing Skills** | **Essential** | **Desirable** |
| Excellent business writing skills, including:   * The ability to be clear and concise; * Good grammar/punctuation; * Identifying the key elements of bid responses and signposting the reader clearly through these; * Tailoring responses to the audience/opportunity; * Use of examples/case studies/data to demonstrate impact; * Appropriate use of visuals/images to support text. |  |
| **Project Management** | **Essential** | **Desirable** |
| Effective project management skills: including the ability to manage competing priorities; and balance short term deadlines with longer term projects. |  |
| **Resilience** | **Essential** | **Desirable** |
| Ability to remain calm and deliver under pressure to tight deadlines. |  |
| **Critical Thinking** | **Essential** | **Desirable** |
| * Ability to understand bid questions, linking to service model/spec and respond fully in a way that effectively showcases TPs offer within tight word counts; * Ability to analyse complex information from a variety of sources and present clearly and simply in a language your audience will understand; * Ability to develop written answers and delivery solutions from first principles, even when we have not come across something similar before; * Able to proactively self-management of own time and workload. |  |
| **Experience & Qualifications** | **Essential** | **Desirable** |
| * Bachelor’s Degree (or equivalent qualification) minimum level 2:1; * Minimum 1 years’ experience in a business development role that has involved bid/tender writing; * Demonstrable track record of contributing to winning bids, either in own right or as part of a wider team. | Experience of business development/bid writing in substance use or health & social care |
| **Other** | **Essential** | **Desirable** |
| Some travel & overnight stays  Willingness to work flexibly in order to meet the demands of the role |  |