

## JOB DESCRIPTION

<b>Job title</b>	Bid Manager
<b>Department</b>	Mental Health and Learning Disability Business Development
<b>Reports to</b>	Bid Team & Product Development Manager
<b>Grade</b>	
<b>Location</b>	The Exchange, Manchester

<b>Job purpose</b>	<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>Lead and support competitive and proactive projects ensuring that bid project teams remain informed, engaged and driven to achieve the best outcome.</p> <p>Input into Locality Growth Plans and Growth Targets. Input into continuous development across business development activities.</p> <p>Gather and record performance data and feedback on bids and tenders submitted. Create and present performance reports for own and team work. Input into recommendations for change and improvement in the bid governance process.</p> <p>Support product packaging, product management and new product development through intelligence gathering from across business development and operational activities; using analysis of qualitative and quantitative data.</p>
<b>Key accountabilities</b>	<p><b>Bid Project Management</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Proactively seek opportunities aligned to the approved product and locality growth plans.</li> <li>• Work on a rota basis to identify, manage and communicate new opportunity advertisements on portals. This will not be limited to MHLD Business Unit opportunities.</li> <li>• Ensure Bid Projects are recorded and updated on the Bid Projects Record. On a rota basis take responsibility to circulate this Record to a defined audience; along with narrative on headline activities of the week ahead. This is completed by midday each Monday.</li> <li>• Form, organise and lead a Bid Project Team for each new process. Ensure effective communication, collaboration, shared understanding and timely creative contributions.</li> <li>• Initiate, develop and manage a detailed Bid Project Solution Plan. Use the approved template to capture headlines, deadlines, roles, critical information, solutions and decisions.</li> <li>• Establish and maintain communication and clarification channels with commissioners in respect of Bids under your management; including initial</li> </ul>

	<p>and ongoing online portal communication.</p> <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>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.</li> <li>For major Bid Projects, utilise daily scrum sessions to sustain momentum, energise problem solving and deliver innovative deliverable solutions.</li> <li>Lead the discussion on Bid / no Bid decisions. Record all decisions.</li> <li>Seek, receive and record appropriate authorisations that are compliant to the Business Development Governance Framework Authorisation Matrix.</li> <li>Design, storyboard, write and submit the written Bid Submission. This includes a quality check on all incorporated contributions from colleagues.</li> <li>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.</li> <li>Pre-identify the Presentation / Interview Team for each Bid Project. Ensure their understanding of the commissioner's requirements and of our submitted model / solution / pricing.</li> <li>Personally attend all interviews and presentations for your Bid Projects; unless the commissioner's stated requirements are different.</li> <li>Receive Bid Project results: Provide these to the Head of Business Development for consideration and wider communication.</li> <li>Ensure that Bid Project results are captured on the Bid Projects Record.</li> <li>Handover winning Bid Projects to relevant Implementation &amp; Operations resources. Ensure their understanding of the submitted model, price and of the contract and output specification.</li> <li>Retain responsibility for the receipt of the final Contract Document. Compare this to the draft Contract Document in the Bid Project and oversee variation negotiation and the Contract signing process. Continue to be the named coordination link for the commissioner and for internal liaison in respect of this specific task.</li> <li>When the contract is signed ensure that the Contract Database is updated and the Contract Document is shared and stored in accordance with the Business Development Governance Framework process.</li> </ul> <p><b>Information, Learning and Improvement</b></p> <ul style="list-style-type: none"> <li>Participate in pre-Bid intelligence gathering and retender revenue protection planning activities.</li> <li>Inform the development of innovation, technology and good practice that can impact across a wide range of services.</li> <li>Gather and store data from colleagues to use in qualification and Bid purposes. Have nominated relationships with central support colleagues that are proactively nurtured to update information, align plans, activities and requirements.</li> <li>Access and utilise information from internal data warehouses. Potentially add to this data over time.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Gather and store information to evidence the results and outcomes of Turning Point's activities.</li> <li>• Ensure feedback and learning is secured from the commissioning body and subsequently analysed and recorded in respect of every Bid project irrespective of outcome.</li> <li>• Identify and record trends in Bid performance, market expectation, commissioning body behaviours and intentions. Identify and record competitor activity in Bid processes.</li> <li>• Participate in product reviews and new product development as required.</li> <li>• Attend market events as required and provide detailed feedback on learning and actions to be taken.</li> <li>• Support sales and marketing activities as required; including attending and presenting at events and supporting meetings with commissioning bodies and potential partners.</li> </ul> <p><b>Personal and Team Development</b></p> <ul style="list-style-type: none"> <li>• Actively participate in one-to-one skills and performance development sessions, proactively sharing your challenges, ideas and solutions.</li> <li>• 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.</li> <li>• Attend and participate in monthly face-to-face team meetings for performance review, Bid Project process and knowledge development; prepare reports for meetings and lead discussions as required.</li> <li>• Attend, participate in and occasionally design quarterly workshops for product learning, product development, external market analysis, solutions development and improvement.</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Co-location at an administrative office base is required to develop productive developmental relationships with colleagues in central support functions; to – whenever possible - deliver practical project tasks on a face-to-face basis such as the development of pricing solutions; and to facilitate dynamic spontaneous opportunities for creative sessions and problem solving activities.</li> <li>• Some business travel is required to attend team meetings, workshops, market events, presentations and interviews. Also it is required to meet with operational and central support colleagues in the development of new business and retention solutions for submission.</li> <li>• Personal targets will be set and performance to these targets will be monitored. Targets will measure the quality of bid submissions and the generation of both new business and retained revenue. Compliance to Business Development Governance Framework requirements will also be monitored.</li> </ul>		
<b>Dimensions</b>	<table border="1"> <tr> <td data-bbox="470 1758 799 2047">Direct reports</td><td data-bbox="799 1758 1455 2047"> <ul style="list-style-type: none"> <li>• As required according to business need.</li> <li>• Influences the thinking, ambition and behaviour of business development and operational colleagues with regard to product / service development and positioning the business for effective growth activity.</li> <li>• Leads bid project teams to discuss and deliver solutions, reach decisions and produce output within tight deadlines.</li> </ul> </td></tr> </table>	Direct reports	<ul style="list-style-type: none"> <li>• As required according to business need.</li> <li>• Influences the thinking, ambition and behaviour of business development and operational colleagues with regard to product / service development and positioning the business for effective growth activity.</li> <li>• Leads bid project teams to discuss and deliver solutions, reach decisions and produce output within tight deadlines.</li> </ul>
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	Total staff overseen	<ul style="list-style-type: none"> <li>• None</li> </ul>
	Internal contacts	<ul style="list-style-type: none"> <li>• Works closely with colleagues across Business Development and Business Unit Operations Teams</li> <li>• Central Support staff at all levels.</li> <li>• SMPH Business Unit Teams.</li> </ul>
	External contacts	<ul style="list-style-type: none"> <li>• Commissioners in advance of and as part of the pitch, bid or sales process.</li> <li>• Other organisations in current and new partnership and sub-contracting arrangements.</li> </ul>
	Planning horizon	<ul style="list-style-type: none"> <li>• 0-24 months typically.</li> <li>• Participates in product reviews which are completed on an annual rolling basis.</li> </ul>
	Problems solved	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Participates in activities to discuss and implement changes designed to improve opportunity conversion rates.</li> <li>• Analyses opportunities for innovation, recommending evolution, revolution and evidencing the need for change.</li> </ul>
	Financial authority	<ul style="list-style-type: none"> <li>• Has a specific revenue growth and retention target.</li> </ul>

## PERSON SPECIFICATION

<b>Essential (E) and Desirable (D) Qualifications &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Degree level qualification (D)</li> <li>• Developing positive working relationships with internal or external stakeholders (E)</li> <li>• Delivering or supporting the winning of sales pitches, bids and tenders through competitive and proactive processes (D)</li> <li>• Sales or bid administration and support (E)</li> <li>• Bid campaign management from opportunity identification through to project delivery (D)</li> <li>• Working with internal governance procedures (E)</li> </ul>
<b>Essential (E) and Desirable (D) Knowledge</b>	<ul style="list-style-type: none"> <li>• Procurement legislation and process (D)</li> <li>• Gated bid management process (D)</li> <li>• Legislation, current and emerging best practice related to health and social care provision (D)</li> <li>• Landscape of innovation across health, social care and associated technology (D)</li> <li>• Risk identification, recording and mitigation (D)</li> <li>• Conversant with the competitive marketplace (D)</li> <li>• Sound commercial understanding, of P&amp;L and bid pricing models. (D)</li> </ul>
<b>Essential (E) and Desirable (D) Skills</b>	<ul style="list-style-type: none"> <li>• Comfortable working with colleagues to gain and share information (E)</li> <li>• Confident in leading people to recommendations and to make decisions (D)</li> <li>• Assessment of opportunity qualification, win strategies, commercial discussions, and solution design (D)</li> </ul>

	<ul style="list-style-type: none"><li>• Project management and review or project administration (E)</li><li>• Creative writing and presentation (E)</li><li>• Time management and able to manage several tasks concurrently to set deadlines (E)</li></ul>
<b>Essential (E) and Desirable (D) Personal Qualities</b>	<ul style="list-style-type: none"><li>• Passionate about delivering 'Inspired By Possibility' and the Turning Point values system (E)</li><li>• Motivated and determined to achieve and exceed targets. (E)</li><li>• Committed to continual personal development (E)</li><li>• Resilient, willing and able to derive learning from success and failure alike (E)</li><li>• Flexible around working hours to deliver to project deadlines (E)</li><li>• Willing and able to undertake reasonable business travel which may include overnight stays (E)</li><li>• Championing of diversity, equality and inclusion (E)</li><li>• Standard bearer for quality of output and ethical practice (E)</li></ul>