

Job Title: Bid Coordinator
 Reporting to: Director, Sales & Customer Service
 Direct Reports: 0
 Job Band: Band 4
 Size of Team: 7

The role of the Bid Coordinator is to support the Ambulance Operations in achieving revenue targets and business growth through the completion of high quality tenders within the stipulated timeframes. The role will involve understanding and interpreting information to establish requirements and using the bid/no bid tool to determine if the bid meets the strategic aims of the operation. Working closely with internal stakeholders you will manage the bid process from start to award.

Key Responsibilities

- Manage the Bid Management process, ensuring all bid documents meet deadlines and have undergone appropriate levels of scrutiny. Chairing and organising bid kick off meetings with internal stakeholders. Ensure all bids are of consistent high quality to meet the customer's expectations.
- Lead on writing, creating and preparing expressions of interest, prequalification questionnaires, ITT responses and standalone proposals and presentations working closely with operational/technical specialists within the organisation & ambulance operation to ensure excellence in quality, accuracy and presentation.
- Lead on the creation and support bid presentations; including the preparation through to participation of delivery to key decision makers
- Maintain the Bid library working with functions and the operation to collate relevant, up to date supporting information for proposals, ensuring its accuracy and accessibility.
- Complete the bid/no bid tool and agree with Sector Managers/Partnership Account Managers to ensure any tenders are aligned with both the Ambulance Operations strategy, operational capability e.g. skills, vehicles and capacity.
- Work closely with the Partnership Account Managers to understand customer's priorities from meetings held and any engagement events to ensure that the bids are personalised, reflect customer language and are of the highest quality.
- Identify and publicise business opportunities across the organisation, working with colleagues to develop local proposals, support local bidding activity, monitor and report on progress to support the achievement of projected growth targets
- Maintain accurate records of tenders and complete the bid pipeline template keeping key stakeholders informed.
- Comprehensively understand our patient transport offerings and those of key competitors to support the completion of high quality bids.
- Obtain and review any bids we are not successful with ensuring any gaps in the bid library are identified and actioned plus any learning is applied to future bids.
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

You will

- Be able to work on your own initiative
- Have willingness to learn and adapt new skills
- Be able to work flexibly, under pressure and to meet tight deadlines
- Be willing to travel



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Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

| Requirements | Essential | Desirable |
|---|-----------|-----------|
| Education and Qualifications | | |
| Educated to GCSE level or equivalent (Grade C) inc Maths & English | | ✓ |
| Educated to Degree level or equivalent further education | | |
| Experience | | |
| Demonstrable experience of coordinating, preparing and writing successful bids for the public sector | | ✓ |
| Experience in developing presentations using a variety of media to persuade and influence others | | |
| Experience of understanding, interpreting information with an eye for detail to support the completion high quality bids. | | |
| Good understanding of e-tendering portals and of public sector procurement practices. | | |
| Skills, knowledge and abilities | | |
| Excellent interpersonal skills with ability to communicate effectively at all levels | ✓ | |
| Ability to use Microsoft® applications at intermediate level | ✓ | |
| Excellent written communication skills, with ability and proven track record in producing high quality and timely tender submissions. | ✓ | |
| Ability to prioritise, plan and coordinate projects accurately and assess financial risks | ✓ | |
| Knowledge and understanding of the NHS environment, procurement & tender process. | ✓ | |
| Knowledge of ambulance business and the non-emergency Patient Transport market | ✓ | |
| Strong analytical skills and ability to pay attention to detail with strong proof reading and reviewing skills | ✓ | |

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: KT

Date of preparation: 03/07/2017