**B&M Waste Services**

ROLE PROFILE: Bid Co-Ordinator

**Main office:** Manchester, with visits to customers and other depots

**Working hours:** 8.30am – 5.00pm

**Department:** Sales and Marketing

**Reporting line:** Head of Tendering

**Central job purpose:**

* Supporting the Bid Manager, you will be responsible for timely bid/tender completion for both OJEU and commercial tenders to ensure we are submitting tenders of the highest possible standard, ensuring business sign off on the T&Cs and that a signed P&L has been agreed upon.
* To communicate and collaborate with Corporate Sales and Regional Sales teams (AKA Commercial Lead) and where possible, the client directly, to ensure:
  + the clients’ needs are identified early to support optimal solution design.
  + creation of professional written responses to technical business queries.
  + that key messages are delivered consistently throughout the bid and presentation to the client.
* Working with the Bid Manager, follow the process for BID/NO BID and establish a clear two-year pipeline of upcoming bids.
* Monitor success by seeking feedback from clients and review all scorings from the last 2 years; learn from the findings to improve ongoing scoring/feedback on all future bids.
* Assist in planning company wide and customer events.

**Measured by:**

* Number of bids won.
* Quality of work produced, and sales generated.
* Scoring from submitted documentation.
* Timeliness in response to bid enquiries with all processes followed.

**Key responsibilities and accountabilities:**

* Improve bid scores and overall win rate.
* Ensure ownership of all bids/tenders and that all questions are answered, T&Cs are considered, risk assessments completed and P&Ls signed off.
* Complete the bid to the highest possible standard, ensure key messages are delivered and our capability is showcased.
* Ensure bids are compiled timely; collation of all information required to submit (risk assessments, T&Cs sign off, payment terms agreed, P&L signed, presentation creation, along with handouts/visuals etc.).
* Utilise the company CRM system and integrated e-marketing modules to email as effectively as possible, increase sign up to e-news and monitor, record, report and improve future acquisition and retention campaigns.
* Complete customer site audits as part of tender process. Build relationships with potential customers.
* Compile customer presentations to include all the key messaging from the bid.
* Analyse and learn from scores and client feedback each month. Create stock answers from ones that score highly and adapt for each bid.
* Understand and actively contribute to the Bid Pipeline. Ensure agreed processes are followed and decline/reject to work on bids which do not meet requirements.
* Interface with business partners frequently. Understand what we are awarded, accredited with, capable of - from fleet to marketing, finance to IT.
* Lead mobilisation meetings and ensure all things promised to the client at bid stage are delivered by the Account Management Team.

**The ideal candidate**

You understand the sales life cycle and how it all fits together; from opportunity tracking/pipeline, customer engagement, capture planning, competitive tendering, presentations, negotiations, contract award, implementation and delivery.

You will have a good understanding of each function of a business from SHEQ and Compliance, Operations, Sales & Marketing, HR, IT, Finance and Subcontractor Management and how and where to direct queries on process and performance within each function.

You understand bid software used to compile electronic submissions and how e-portals work, including how and where electronic tenders are handled. You are able to dissect a bid and identify the customer’s key requirements and understand the relevant customer key issues to build and communicate win strategies for individual proposals/bids that leverage value versus cost.

You have a good awareness of the importance of contract management and the key areas for risk and mitigation of contracts, and the importance of handling data, confidentiality, data protection, competition law and relevant business commercial policy.

You are both flexible and reliable, can work under pressure to meet deadlines and are able to travel. You have excellent organisational and time management skills to manage multiple activities simultaneously and prioritise own and others’ workloads.

You can take a complex theory and simplify it writing with both clarity and passion. You are professional and a seasoned multi-tasker, developing excellent relationships with peers, suppliers and customers. You will be self-motivated, meticulous and organised with a comprehensive understanding of waste and recycling. You will be able to manage multiple different projects at any one time to maximise lead generation and customer retention.

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| **Qualifications**  Essential:  English qualification (GCSE A, or A Level C or above)  Full UK driving licence  Desirable: Business Studies A Level / NVQ or you are a recent degree graduate | **Experience**  Essential:  Creating sales proposals  Desirable:  Waste and recycling sales  Public speaking  Tender submissions |
| **Skills**  Essential:  Completion of bids and tenders  Ability to write comprehensively  Excellent user of the MS Office  Great communicator  High level of skill in MS Excel  Desirable: | **Knowledge**  Essential:  Waste industry knowledge  Desirable:  Marketing, content generation |

**Company info**

* The Health, Safety and Wellbeing of our employees is very important to us.
* It is your responsibility to take reasonable care of your own and other people’s Health and Safety and must cooperate with us on Health and Safety matters.
* You will represent the company in a professional capacity at all times.