

Company: Stannah Lift Services

Function: Bids & Tenders – Public Sector Sales Team

Reports to: Bid Manager

# Purpose

To assist the Bid & Contracts Manager in the bid process for new opportunities with existing and prospective clients, developing our response strategy with the Bid & Contracts Manager and providing key content where required. Working in the Bid Team, provide relevant tender responses where required and producing high quality pre-qualification and tender documents that fully respond to customers questions.

**Key Responsibilities**

1. Review and thoroughly understand all tender documents and customer requirements.
2. Complete the initial Bid Stage Gate Planner, download all relevant tender documents, and populate the shared folders ready for bid preparation.
3. Assist the Bid & Contracts Manager in creating winning tender documentation that accurately reflects the company/client.
4. Work with the Bid & Contracts Manager and Sales Team to define the win themes and bid strategy.
5. Work with the business to update and enhance sales content that helps evidence our experience.
6. Liaise with subject-matter experts and colleagues across the company to obtain relevant information.
7. Ensure that all written responses are clear, concise, and customer focused.
8. Assist the Bid Manager in the tender review, including proofreading and editing.
9. Support the creation and maintenance of the tender content library (Privia)
10. Respond to all customer queries with professionalism, accuracy, and urgency.
11. Use customer online portals to accurately submit tender responses.
12. Submit tenders on time, in line with customer deadlines.
13. Use Microsoft Word, Excel, and PowerPoint to create responses.
14. Develop a thorough knowledge of Stannah group business ventures and services, competitors, relationships with customers, clients, and suppliers.
15. Promote a professional image at all times that aligns with Stannah ethics and culture.
16. Update the Public Sector ‘Price Lists’ by account where required and feed these into the ‘LA Detail Sheet’ process.
17. When required by business demands nationwide travel and overnight stays will be needed.

*This list is not exhaustive, and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and/or the Bids & Tenders function.*

**Essential skills and experience**

* Confident with strong inter-personal and communication skills
* Self-motivated and able to work well with minimal supervision at times.
* Organised, professional approach.
* Strong time-management skills
* Demonstrable ability to manage projects to required timescales.
* Excellent level of written English and attention to detail
* Flexible and adaptable
* Strong Microsoft Office skills – especially Word, Excel, PowerPoint

**Desirable skills and experience**

* Good working methods in both English and Maths
* Experience in similar role ideal but not essential
* APMP Foundation level certification or willingness to achieve.
* Good understanding of Shipley bidding best practice methodology – ideal but not essential
* Knowledge and experience of public sector procurement would be highly beneficial.

**Personal Attributes and Behaviours**

* Ability to take ownership of project tasks to proactively drive them to completion.
* Ability to prioritise workload under pressure of multiple, sometimes conflicting deadlines.
* Confidence to build strong rapport with colleagues across the business via both face-to-face meetings and telephone/email communications.
* Confidence to ‘push-back’ where necessary with internal and external stakeholders to obtain the level of information required.
* A range of personal styles to positively influence different internal stakeholders and subject matter experts, maximising their individual contribution to the bid process
* Excellent team working skills to:
	+ 1. Achieve deadlines by motivating and coordinating others to meet the individual deadlines in line with the bid programme.
		2. Fully understand our customers and what they are looking for.
		3. Ensure all content received meets standards and properly addresses the requirements of each customer.
* Creative thinker with the ability to problem solve.

**Relationships**

Internal

Must have the ability as part of a small team to form a close working bond with the Bid Manager and support them in all activities required to execute the bids. The jobholder will also be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate commercial, pricing, and technical complex and sensitive information.

External

The jobholder will be expected to liaise in a professional manner with external agencies such as partners, suppliers, and customers to develop and maintain relationships.