



Bid Manager

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1 Job Description

Team: Solution Sales

Location: Remote – occasional travel to team meetings

1.1 Role Profile

As Bid Manager you will be responsible for taking ownership of the end to end bid process. The Bid Manager is typically responsible for managing an opportunity from qualification through to contract award, including value proposition / strategy development, solution development, commercial considerations, partner identification, and risk management. The Bid Manager will assemble a bid team to work alongside our partner network with the relevant service / product / business knowledge required to prepare a winning bid.

1.2 The Scope of The Role

Reports to: Solutions Sales Director

The Bid Manager will be required to perform a varied range of tasks, duties, and responsibilities while doing their job. Some of these tasks, duties and responsibilities have been listed below to provide a general indication of the day-to-day role. This is a highly networked role that requires an ability to work under pressure and to challenging deadlines. It will require strong people management and commercial skills and bid procedures creation and management.

1.3 Responsibilities of the Role

- To manage the bid qualification (bid go / no go) process for new opportunities.
- Manage virtual bid teams and inputs from a variety of stakeholders, typically involving contributions from sales, marketing, product teams, finance, commercial, legal and delivery.
- Preparing and reviewing the commercial aspects of the bid, ensuring all services are included in the final price to the customer.
- Risk tracking and management throughout the bid process.
- Contributing to the written proposal - both in terms of content and presentation (such as preparation of a management summary).
- Ensure timely delivery of compliant and commercially sound bids.
- Understand and resolve complex technical, strategic and business issues.
- Arrange all post bid reviews with customers, post contract award.
- MI reporting for the monthly board packs and dashboard management for results.

Administration

- Creating and maintaining detailed records and documents of customer discussions and requirements.

- Accurately compiling and completing sales specific documentation including proposals, business cases, return on investment calculations, specifications and contracts.
- Keeping all company systems up to date all the time with the progress and results of your work.
- Assuring continuity of your tasks, duties and responsibilities while you are off work for whatever reason.
- To proactively seek to find better ways of working, providing feedback to your manager when you have ideas about how to improve working methods.
- Maintain both the company electronic CRM system, email correspondence records as well as both electronic and other documents to the company standards, but specifically to provide a clear audit trail of work completed.
- All documentation created must follow ITIL document control standards and must be stored in Office365 and/or Salesforce folders and must not be stored for any prolonged period directly on your company laptop.
- To conduct all administrative tasks in a detailed, timely and professional way.

1.4 Experience

- Demonstrated 3+ year track record in bid / project management.
- Knowledge of Cloud software offerings – preferably in CCSaaS / Ucas arenas.
- Building and maintaining strong partner relationships.

1.5 Skills

- Knowledge of Office 365 Applications and Salesforce CRM systems
- Highly motivated self-starter, but also a good collaborator
- organised with good problem-solving skills
- Excellent organisational and record keeping skills
- Excellent communicator
- Ambition and a desire to succeed

1.6 Security Protocol

- You must have the right to work in the UK without need for sponsorship.
- As part of this role, you may be required to go through enhanced background checks. It will be essential for you to cooperate fully with the application process to obtain future DBS and BPSS, or other enhanced background checks as required.
- The Company is required by law and other regulations to comply with data protection and confidentiality and best practice information security governance.
- It is therefore your responsibility to maintain Company and client confidentiality at all times. You must not disclose any secrets or other information of a confidential nature relating to the Company or its business, or in respect of any obligation of confidence

which the company owes to any third party, during or after your employment expect in the proper course of employment or as required by law.

- It is your responsibility to understand our Information Security Policy in full and to implement any further developments as required.
- It is your responsibility to observe and be compliant with all additional regulations in the Employee Handbook.