



Bid Team Co-ordinator

Document Details

Document Name	Name	Date	Version	Status
Bid Team Co-ordinator Job Description	Kaley Tighe	29/09/2021	RV1	Release

About ITM Communications Ltd

ITM is a leading independent provider of specialist ICT infrastructure solutions and services based in Milton Keynes, UK. We employ around 75 experienced personnel and serve blue-chip clients throughout the UK, and further afield. We offer capabilities in five key areas of IT Infrastructure and Services: Structured Cabling & Wireless; Data Centre Infrastructure; Converged Solutions; Offsite Build & Test and Site Services. We directly employ, and security clear our own personnel, who each receive regular training and are experts in their field. Our success has been built upon an ability to develop very close working relationships between our employees, clients, business partners, suppliers and other key stakeholders.

Position Details

Job Title	Reports to	Department	Security Level
Bid Co-ordinator	Mark Barber - Director	Bid Team	SC
Location	Hours		
Milton Keynes or Home based	09:00 to 17:30 – 37.5hrs per week		
Closing date for applications	07/10/2021		
Apply to	HR@itm.uk.com		

Job Purpose

We are looking for an experienced Bid Team Co-ordinator to manage the workload and output of a busy design and estimation department.

Reporting to the Director, the Bid Team Co-ordinator will be responsible for supporting the Bid, Sales and Project Management Teams with the timely and accurate creation of customer Pre-Qualification Questionnaires (PQQ), Requests for Quotation / Price / Information (RFx) and Invitation to Tender (ITT) requests.

In this role, you will work effectively and collaboratively with internal teams (including Directors, Sales, Bid, Business Development, Operations and Service Desk) to ensure that accurate and high-quality RFx, ITT and PQQ responses are created and submitted in line with customer deadlines.

The successful candidate must have a thorough understanding of the RFx / ITT / PQQ response lifecycle and be experienced at working with customer generated documentation and response portals. Attention to detail, accuracy and excellent communications skills are key attributes to ensure that the highest levels of customer service are always maintained.

Ultimately, you will be responsible for preparing compelling and accurate RFx's that are optimally formatted.

As a List X company, we may request as a condition of employment that you gain SC Clearance.

Key Accountabilities

The successful candidate's responsibilities will include the following:

- Effectively manage workload throughout the department, supported by colleagues and the Director as necessary.
- Prepare compliant customer responses that are submitted accurately, optimally formatted and within the required timescales.
- Provide technical document support services involving structure, content and format for other teams throughout ITM.
- Help improve the quality of all customer facing documentation ensuring compliance with ITM brand guidelines.
- The management and collation of internal and external information required to complete customer PQQ's, ITT's and RFX's.
- Develop and maintain a bid library to provide an index of answers, and supporting information, to questions that are commonly posed within tenders.
- The analysis, management, and communication of customer requests to internal teams, acting as Bid Manager and taking responsibility for the accurate format of response and deadlines.
- Regular communication with customers, team members, suppliers and other stakeholders to manage expectations and build strong, professional working relationships.
- Maintaining accurate PQQ, ITT and RFX working documentation ensuring that version-controlled documents are appropriately filed on company systems.
- Maintaining awareness of all outstanding tasks, issues and commitments ensuring that all workload is dealt with in an efficient and timely manner.
- Assist with implementing new processes and procedures as and when required.
- Attend meetings and conference calls as and when required.
- Act as the final bid response reviewer providing assurance that accuracy, consistency, and quality is maintained at the highest level.
- Ability to meet changing deadlines.
- Completing any other tasks that are reasonably requested.

Person Specification

Essential Behaviour and Skills/Competencies

The successful applicant will have the following experience and competencies:

- Thorough understanding of the customer PQQ, ITT and RFX lifecycle and process.
- Experience of working with online procurement platforms and portals.
- Excellent writing skills, with the ability to translate information received from customers, supply chain partners and internal teams into a cohesive, compelling customer facing response.
- Well organised, details orientated and punctual.
- Able to multitask and work well under time pressures.
- Good networking industry specific commercial awareness.
- Client focused with a drive to deliver excellent service.
- Flexible to take on additional tasks/responsibilities.
- Educated to A level (Maths & English minimum) or the relevant experience in a Bid Co-ordinator role within the industry.

Desirable Behaviour and Skills/Competencies

- Experience of using a Customer Relationship Management (CRM) system.
- Strong user of Microsoft Office tools (Word, Excel, Office 365, Teams, SharePoint etc.).
- Full UK driving licence and passport.