

Job description

Role title	Quote Co-ordinator
Reporting to	Bid Team Manager
Role duration	Permanent

Purpose of the role

Responsibilities
<ul style="list-style-type: none"> • To calculate accurate maintenance pricing and produce quotations in a timely manner in response to invitations to quote and mini-competitions via NHS Frameworks, as well internal requests for other maintenance prices/quotations. • To co-ordinate and facilitate the maintenance variations process to ensure the timely and accurate return of all maintenance rebates (vary out) and additions (vary in) to existing customer accounts. • To lead internal maintenance taskforce meetings to ensure actions are recorded and followed up to support the growth of maintenance revenues. • To support the production of technical, commercial, legal and operational content for quotes and bids as directed by the Bid Team Manager. • To support the production, and deliver content for other business development documentation (e.g. pre-qualification questionnaires). • To assist in the development, formatting and production of quotes and bids. • To ensure quality systems, processes and procedures are followed including accurate completion of customer relationship management tool, adherence to bid and quotation governance matrix. • To identify and escalate all opportunities to maximise maintenance and other revenues through discussions with internal stakeholders, customer contacts, and framework providers.

Resources/decision making authority
<ul style="list-style-type: none"> • N/A

Key accountabilities
<ul style="list-style-type: none"> • Within the maintenance variations process: <ul style="list-style-type: none"> ○ Assist in preparation of change request forms. ○ Follow up outstanding actions to variation management, both with internal and external customers. ○ Report to internal customers in a way that is easy to understand and follow. ○ Produce monthly report for the Business Development Director and Sales Operations Manager on timing and success rates of maintenance variations. ○ Ensure the Commercial department's documentation and filing systems

(both original and soft copy) are updated when contractual amendments are executed.

- Within maintenance bids and quotations:
 - Create and gain sign off of quote templates.
 - Source input pricing and ensure the business development maintenance pricing repository is kept up to date. This will include liaising with Supply Chain and Procurement, Commercial, Finance, Operations/Service, and other departments as appropriate.
 - Ensure customer-facing pricing takes account of all pricing variables including, but not limited to, indexation and activity based income.
 - Adhere to the bid and quotation governance matrix for sign-off and approvals.
 - Produce monthly reports for the Business Development Director and Sales Operations Manager on the timing and success rates of quotes and tenders.
- Update management products to ensure project time, quality and cost parameters are met and that lessons learnt are included in future bids and quotes. Parameters include:
 - internal deadlines to ensure adherence with quality system sign-off processes as well as external deadlines as identified in business development documentation; and
 - adherence to internal quality procedures as well as external essential requirements and evaluation criteria as identified in business development documentation.
- Support the production of technical, commercial, legal and operational content for quotes and bids, which may warrant the hosting of weekly project team meetings.
- Support the production, and deliver content for other business development documentation including, but not limited to:
 - expressions of interest;
 - pre-qualification questionnaires;
 - quotes and proposals;
 - public sector comparators;
 - business cases;
 - consultancy quotations / scope of works; and
 - consultancy reports.
- Support ongoing updates to the knowledge library.
- Lead the internal maintenance taskforce meetings to ensure actions are recorded and followed up and that any issues/risks are escalated as appropriate and that information feeds back into subsequent pricing activity.
- Develop content for use on corporate website and other social media channels including Twitter and LinkedIn.
- Support the Sales Operations Manager and Bid Team Manager and other members of the business development team as appropriate.

Performance indicators

- Ratio of pre-qualification questionnaires that are successfully passed.
- Delivery of business development maintenance quotes and tenders on time and to quality in adherence with customer essential requirements.
- Sign-off forms completed and stored as part of quality system.
- Identification of business development opportunities.
- Accuracy of information stored on customer relationship management system.
- Ratio of maintenance variations accepted by the customer.
- Turnaround times of variations and quotes.
- Feedback from customers.
- Feedback from internal lessons learnt workshops.

Capability profile

Qualifications	Essential	Desirable
Degree calibre		✓
Public procurement knowledge and understanding		✓
Project management introduction		✓

Skills	Essential	Desirable
Competence with Microsoft Office applications including MS Excel, MS Word, MS Powerpoint and MS Visio	✓	
Strong team working skills	✓	
Analytical skills	✓	
Strong communicational skills, both written and verbal	✓	
Attention to detail	✓	
Excellent self management skills	✓	
Ability to create confidence retaining trust and integrity	✓	
Level of commercial awareness		✓

Experience	Essential	Desirable
Previous experience of participating in teams working on public sector projects		✓
Previous experience of working in a business development team		✓
Office experience	✓	

Languages	Essential	Desirable
English	✓	

Mobility requirements

Role location	Theale, Berkshire
UK travel	Typically 1-2 days/month. Occasional overnight stays required.

Other

DBS - Disclosure & Barring Service disclosure (formally Criminal Records Bureau disclosure)

A DBS Enhanced Disclosure is required for all applicants.

The successful applicant must agree to an Enhanced Disclosure under the Disclosure Barring Service Records Bureau procedures. Employment will be offered to the successful applicant subject to a satisfactory Disclosure report.

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