


POSITION DESCRIPTION

POSITION:	Bid Writer/Administrator	DATE: May 2025
Purpose	<p>The purpose of this role is to support new business growth initiatives for multiple business units within the wider Group. Working within the Business Development team, the purpose of the role is two-fold. Firstly, to assist the Strategic Bid Manager in developing winning proposals or tender responses through benefit-led, value proposition-based written submissions. Secondly to assist in establishing, maintaining and managing strong business development processes, including implementing bid response plans, updating and cataloguing templated response collateral, and some sales administration activities.</p>	
Business Unit	Horizon Energy Group	
Branch/Department:	Business Development	
Reporting To	Strategic Bid Manager	
Location	Penrose, Auckland	
Direct Reports	None	
SWITCH Guiding Principles		
Key Working Relationships	<p>Internal Business Development team, General Managers, Regional Managers, Marketing & Communications Manager, all Horizon Energy Group staff, all Horizon Energy Group staff</p> <p>External Customers, Sub-Contractors or Service partners, and Consultants.</p>	
Required Academic Qualifications and Experience	<p>Qualifications</p> <ul style="list-style-type: none"> NCEA Level 2 - English <p>Experience Demonstrated written or communication experience including:</p>	

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	<ul style="list-style-type: none"> • Minimum 3-5 years of writing or communications experience within a service, maintenance, or project-related business. • Exposure to or working within a formal sales process (Shipleys, Miller Heinemann, Ray Leane etc). • Working within a strategic sales team • High level of competency in MS products (Word, Excel, PowerPoint, PowerBI etc) • Experience working within hard or soft services-based organisation(s) • Experience supporting multiple brands or businesses • Experience working on multiple projects and managing competing deadlines
Specific Skills	<p>To perform the job successfully, an individual should demonstrate the following competencies:</p> <p>Document Development: Ability to develop and manage high-quality proposal documentation, meeting client compliance requirements and HEG Proposal Style Guidelines</p> <p>Stakeholder relationship skills: Ability to build strong, sustainable stakeholder relationships.</p> <p>Value proposition: Understand, build and communicate a compelling value proposition based on written bid response collateral.</p> <p>Writing skills: Benefit-led writing and influencing skills.</p> <p>Graphic design: Using the MS suite of products to develop compelling graphics, infographics or iconography to support written responses.</p> <p>Sales process support: Ability to support internal winning work cycle and associated processes.</p> <p>Sales process administration: Developing, managing and filing bid plans, collateral, proposals and limited CRM updates or reports.</p> <p>Proposal Library: Supporting the establishment and ongoing maintenance of the proposal library.</p> <p>Motivation: Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.</p> <p>Customer Service: Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.</p> <p>Judgment: Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.</p> <p>Planning/Organising - Prioritises and plans work activities; Uses time efficiently; Sets goals and objectives; Organises or schedules their service jobs and tasks; Develops realistic action plans to meet daily/monthly demands.</p> <p>Technical Skills: Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.</p> <p>Teamwork: Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.</p> <p>Quality Management: Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.</p>

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	<p>Adaptability: Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.</p> <p>Reporting: Produces timely information to ensure transparency in performance and results are achieved.</p>	
RESPONSIBILITIES	ACCOUNTABILITIES	KPI'S AND OUTPUTS
Authorities	As per the Group Delegated Authority Policy.	
General Responsibilities	<ul style="list-style-type: none"> Develop written and graphic content for proposals and bids in line with agreed proposal plans, strategies and client compliance requirements within agreed proposal timeframes. Support the Strategic Bid Manager in managing proposals in line with the Winning Work Cycle process, including coordination and planning requirements. Manage the Master Proposal Document from initial development through to final version, ensuring contributions from the business remain in same voice and consistent with branding, layout, and style. Support the Strategic Bid Manager in developing sales-focused documents, including market positioning and pre-qualification documents. Support and maintain the bid library of material, contents, certificates, plans and submitted proposals. Initiate, establish contact, and develop beneficial relationships with key stakeholders across the business to support proposal content development and be a strong advocate for the business development function. Support the wider business by sourcing and providing proposal content for business-led proposals. Attendance at weekly Bid Tracker Meetings, proposal workshops, and ad-hoc proposal meetings as required. Carry out any other duties reasonably instructed by the Strategic Bid Manager and GM Business Development. 	<ul style="list-style-type: none"> Meet proposal deadlines Manage proposals in line with company standards. Maintain bid library of accurate information. Attend proposal related meetings. Act as a Group-wide Champion of the BD function.
Health & Safety	<ul style="list-style-type: none"> Follow the Group's 10 Safety Rules Demonstrate personal responsibility for safety by ensuring you, all staff and contractors comply with the Health & Safety at Work Act 2015 (or successor legislations), health and safety policies, procedures, systems, and instructions, but not limited to: <ul style="list-style-type: none"> Undertaking health and safety training Reporting all health and safety hazards and incidents including near misses in a timely manner Conducting safety audits Demonstrate safety leadership in accordance with the requirements of your role. Actively participate in hazard identification and risk management. Actively participate in safety initiatives i.e., toolbox talks, safety observations and inspections. Actively participate either through promotion, contribution or encouragement of worker consultation and input to safe work practices. 	<ul style="list-style-type: none"> All training is completed. No occurrence of non-compliance is noted. Hazards, incidents and near misses are reported in accordance with Group policies and procedures.

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	<ul style="list-style-type: none">• Ensure all incidents are reported and recorded in the Group's H&S Management database, Vault, in a timely manner.• Ensure you, all staff and contractors meet the required competency level for the task that they are undertaking and prior to commencement with the Company they have undergone a comprehensive Company induction and approval process.• Promote and ensure all staff report health and safety incidents in a timely manner.• Report to your Manager conditions or practices that are either unsafe or that may adversely impact the environment, to ensure prompt resolution of potential hazards.• Ensure a clean and tidy work area is maintained at all times with housekeeping undertaken as required.• Ensure that any Personal Protective Equipment appropriate to the task undertaken is worn/used at all times in accordance with minimum PPE requirements.• Participate in emergency drills and training sessions in occupational health and safety as required.	
Customer Service	<ul style="list-style-type: none">• Maintain a culture that continually reviews services, business processes, systems, and market information to ensure continuous improvement and best practice principles are adopted.• Ensure the provision and maintenance of a high level of service to customers meeting the demands and needs of our customers in a fast, efficient, and responsive manner.• Ensure all customer issues are managed and resolved effectively and efficiently achieving positive outcomes for all parties concerned.• Understand our customers' requirements and the scope of their current contracts as it relates to your area of responsibility.• Seek, develop, and maintain collaborative and productive relationships with all customers and stakeholders to support the delivery of our services.• Be proactive in ensuring staff and contractors are being managed in line with service deliverables and that all services are delivered to a high standard ensuring staff and contractors observe all Company policies, procedures, and processes at all times.• Build and maintain standards of work that enable and support staff and contractors to meet and exceed the terms of our various service contracts and customer expectations.• Be proactive in educating staff and contractors on the importance of all KPI's relating to any contracts and customer expectations, and ensure they are taking necessary steps to meet and exceed all KPI's on a daily basis.• Regularly audit workmanship in terms of service delivery, quality, and compliance.• Ensure staff and contractors are familiar with the latest maintenance management techniques, asset management, legislative requirements, and deliverables	<ul style="list-style-type: none">• Customer expectations are met with regards to quality and timely delivery of services.• Zero customer complaints.

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	<p>to ensure we deliver on our contractual obligations to our various customers.</p> <ul style="list-style-type: none">• Support Management by providing timely information and reports as requested.	
Time Management	<ul style="list-style-type: none">• Effectively prioritise workload and manage time to ensure all duties are completed within required deadlines.	
Team Delivery	<ul style="list-style-type: none">• Develops constructive and cooperative working relationships with team members and addresses colleagues in a professional and courteous manner at all times.• Demonstrates an ability to work well within a team environment and takes on the responsibility of ensuring all work tasks are completed.• Offers guidance, support, and assistance to other staff.	<ul style="list-style-type: none">• Team output – all tasks are completed.• Supervisory feedback.
Use & Care of Equipment	<ul style="list-style-type: none">• Uses all equipment in accordance with procedures and instructions and maintains all equipment in a clean condition.• Report faults and damage of or to equipment to Manager.	<ul style="list-style-type: none">• Zero breaches of equipment usage procedures.• Inspection of work area.
Other	<ul style="list-style-type: none">• Follow the Group's guiding principles SWITCH• Project a positive attitude and actively contribute to a companywide culture of effective communication, cooperation, and teamwork.• Demonstrate pride in the Company and a commitment to the business objectives.• Attend and participate fully and positively at all meetings as required.• Provide clear, meaningful, and timely communications effectively, in both written and verbal form.• You are expected to perform other duties, as assigned by your Manager, that can be reasonably regarded as related to the role and which can be reasonably expected to be within your experience and capabilities.• This position description may be amended from time to time to reflect changes to contractual requirements of clients.	

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Employee Full Name (Please Print)

Employee Signature

Date

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Employer Full Name & Title (Authorised Signatory)

Employer Signature

Date

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