

Job description

Post Details	Please insert the post details
Job title	Bid Office Coordinator
Department / Location	UK Bid Team, London
Reports to	Bid Director
Main purpose of role	To manage the office and provide administrative support to the Hatton Garden Bid office, to perform clerical, administrative and business secretarial activities to support the Bid Director and Bid Team in the delivery of projects. To support the resolution of day to day office related issues. To support the Bid Director and Bid Management team for the London Bid office.

1. Dimensions of role

Post dimensions	Insert dimension of role
Financial/budget accountabilities	None
Staff responsibilities	None
Any other statistical data	None

2. Key accountabilities/responsibilities

Number	Insert description for each of the general and role specific accountabilities and responsibilities required to be undertaken by the role, list any specific tasks/activities required to be undertaken.
1	Bid Team Support
	Administration duties, sorting incoming and outgoing post, arranging couriers and taxis
	Supporting joining and leaving bid team contractors – processing new starters and leavers forms, arranging IT equipment, inductions, welcome packs, office induction; to include Health & Safety information, Fire procedures and general information about the office
	Maintaining consultancy agreements and NDA system for consultants/suppliers; scanning, logging, uploading and filing. Processing supplier and contractor invoices; copying, logging, filing. Processing permanent and contractor timesheets, keeping a log of people's hours and maintaining the timesheet records in SharePoint
	SharePoint & Data site management; responsible for ensuring all information from the Data Site is captured into SharePoint in the same layout as Award. Monitor the Award data site for updates, ensuring they are uploaded into SharePoint data site. Communicate all updates to the full bid team on a weekly basis. Maintain secure bid-related files and other data management and document management on SharePoint. Assisting bid team with printing and collating of information/documents
	Ongoing support to all bid team members; arranging and maintaining ID passes, access fobs, bid team contact lists. Arranging bid team hotels, flights and rail bookings. Working out of hours to order dinner for the bid team as and when required
	Arranging bid team events; including team building activities, bid team socials and bid team "kick-off" and "mid-bid" events. Arranging refreshments and lunches for large or lunchtime meetings
2	Support to Bid Director and Bid Management
	Diary management, travel and hotel arrangements for the Bid Director and Workstream Leaders as required
	Reconciliation of the Bid Directors credit card expenses. Statements received to be completed with relevant expense codes and receipts. Ensuring this is sent to accounts on time to be processed for payment

	Assisting with arrangements for large team meetings when required; eg. Bid kick-off, “mid-bid” events, team social events
3	Office & Reception related responsibilities
	<p>Reception related duties, including but not limited to;</p> <ul style="list-style-type: none"> • Providing excellent customer service to all customers (internal and external) at all times, meeting, greeting and providing hospitality for visitors, whilst presenting a highly professional image of Abellio and assisting visitors as and when required (guidance, printing, office access etc) • Answering the intercom and buzzer, taking messages for bid team members, effectively and efficiently responding to queries via email and phone • Keeping the reception and kitchen areas clean and tidy at all times • Liaison with the Office Manager at the Abellio UK office, in relation to office matters, health and safety • Interactions with third party service providers, landlords, building management, agents and maintenance companies, as necessary re accommodation/facility issues • Manage bid office moves, relocation of bid team and ad-hoc project management (including office upgrades and refurbishments) • Overseeing out of hours office maintenance and works (including weekends) to avoid busy bid periods • Assisting the IT department with office security • Maintaining H&S office regulations
	Resolution/Management of day to day office related issues. Ensure the smooth running of a professional office environment, including safety and tidiness, working equipment etc. Liaison with the Abellio UK Office Manager and building management as necessary regarding day to day onsite office related issues and concerns
	Management of office meeting rooms and diary bookings. Coordinate meeting room diary bookings, organise meetings as required and provide admin support as required, set up for and clear after meetings, arrange lunches/refreshments as required
	Accounts – Invoicing and Purchase Order duties; responsible for raising PO numbers for suppliers/consultants and for all bid team services as agreed with the Bid Director. Processing the PO, and ensuring payment of invoices by accounts. Maintaining the PO log, and updating the relevant spreadsheet as necessary. Filing of hard copies of invoices for reference
	Purchasing office equipment, stationery, printer toner cartridges and the weekly supply of office groceries as required for the bid office, administer office account processes
	Nominated and qualified onsite Fire Warden and First Aider for the Hatton Garden Bid office

3. Contact with others

Post Details	
Purpose, nature:	To support the Bid Director and Bid Management in the London Bid office at Hatton Garden, reporting to the Bid Director.
Frequency:	Daily interaction with Bid team members and Bid Directors, interaction with the HQ office admin and managers, IT department, third party service providers
Means of contact:	In person, by phone, by email

4. Key behavioural indicators

Abellio common behaviours	
Genuine:	<ul style="list-style-type: none"> • Must treat members like internal clients, the face of the bid team to the external world, so need to have a high degree of customer focus • Must be open to change and the uncertain nature of projects
Professional:	<ul style="list-style-type: none"> • Must be clear in communication and dealing with colleagues • Proactivity is important, but the timeframe will often be in the “here and now” • Should challenge where appropriate, but needs to be sufficiently empowered to make change happen • Should always strive to improve where possible

Proactive:	<ul style="list-style-type: none"> Resolving issues proactively is critical to the success of this role Where possible, should focus on increasing efficiency and saving costs, especially in purchasing activity Must be able to “multi task” – keeping things going at the same time Should be self-motivated and look after the basic motivations of the wider team, but does not need to inspire others
Inclusive:	<ul style="list-style-type: none"> Must treat colleagues and customers with respect (and expect to be treated the same in return) Will work to resolve issues on behalf of the team

Person specification

Person Specification	Essential	Desirable
Attainments: education, qualifications & training requirements	Educated to GCSE level as a minimum	Qualified Fire Warden and First Aider
Abilities: skills & aptitudes required	Experience in office management and administration Proven organisational skills and able to organise others Good interpersonal skills and communication skills Fluent verbal and written communication skills in English Sound knowledge of Microsoft Office (Outlook, Excel, Word, PowerPoint as a minimum)	Experience with project management/support of project team an advantage Experience in the Rail industry is a plus
General intelligence: experience & knowledge capabilities	Experience with team admin support Smart, professional appearance, well-mannered and polite Highly motivated and able to work under pressure Adaptable attitude – prepared to work across wide spectrum of administrative activities Inclusive - Able to work with people from all backgrounds, Supportive nature, cooperative team player Proactive - Uses own initiative to resolve day to day office related problems, knows when to escalate Practical, must be accurate with high-quality attention to detail	
Personal circumstances/wellbeing requirements: e.g. travel, flexibility, health	No “9 to 5” attitude – flexible with hours to support bid process	