

POSITION DESCRIPTION

Position Title:	Bid Manager		
Reporting to:	Head of Marketing and Bid Management		
Direct reports: Indirect reports:	0 0	Location:	Christchurch or Wellington
Date created:	July 2026	Date last updated:	

About Us | Mō Mātou

Citycare Property builds, operates, maintains, and renews Social Infrastructure and our purpose is to **enhance the wellbeing of our communities** through our shared values of **We Discover**, **We Deliver**, and **We Care**. Citycare Property operates in multiple locations throughout Aotearoa (New Zealand) and employs over 900 kaimahi (employees).

Towards 2030 is Citycare Property's strategy that defines the ideal future state of our business and provides the detail to secure and optimise that future state. The strategy is built around five strategic priorities called the "**High5**". These five priorities provide clear direction on what will matter most in our business through to 2030. They enable Citycare Property to focus investment (time, money and resources), decision making, and action on a clearly defined strategy that is all-encompassing and interlinked in creating value for our shareholder, customers, employees and the wider community.

Primary Focus | Te Arotahi Matua

The Bid Manager is responsible for developing and delivering high-quality proposal submissions that support Citycare Property's growth across Social Infrastructure opportunities through the effective, professional, and successful management of tender opportunities and processes.

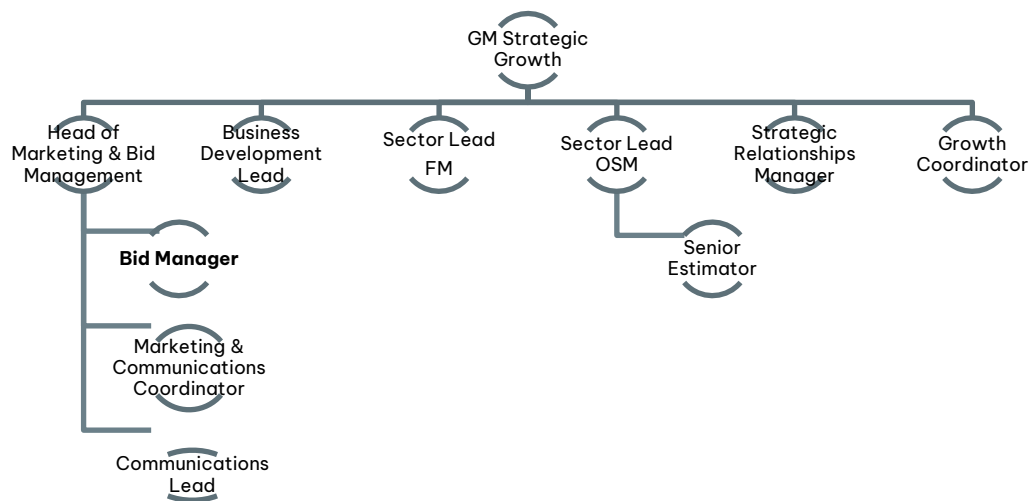
The role runs across the end-to-end bid lifecycle, coordinating inputs, developing written responses, managing the development process, and shaping proposal content to ensure submissions are compelling, compliant, and customer-focused.

The Bid Manager also contributes to process improvement through market intelligence, customer and stakeholder understanding and operating with the best practices to ensure a positive value proposition and customer experience while achieving the objectives of Citycare Property.

Key focus areas for the Bid Manager will include:

- Contributing to the growth of Citycare Property by effectively managing tender opportunities and bid processes.
- Driving consistency across all tender and bidding processes; ensuring best practice approaches aligned to the values of Citycare Property and ensuring efficiency and professionalism.
- Collaboration across the Strategic Growth Team, bringing together market insights and customer/stakeholder knowledge to facilitate successful business growth.

Your Team | Tō Kapa



Key Accountabilities | Ngā Kawenga Takohanga

Contributing to the “Toward 2030” Strategy through the “High5” priorities	- Decisions and actions taken are made in alignment with Citycare Property’s strategic priorities: - We are for Social Infrastructure - We are a Good Kiwi Company - People and Their Safety are at the Heart of Everything We Do - We deliver a World-Class Service - We Build, Operate, Maintain, and Renew.
Bid Development and Delivery	- Work closely with the Head of Marketing & Bid Management to develop winning bid strategies by understanding client requirements, analysing competitors, and identifying compelling value propositions, key messaging, and bid narratives. - Develop and maintain bid plans, submission programmes, content outlines, responsibility matrices, and governance frameworks to support effective bid delivery. - Manage concurrent bid programmes, balancing resources, priorities, and workloads to minimise conflicts and maintain delivery performance. - Coordinate inputs from internal stakeholders and external contributors, managing dependencies, communication, and risk throughout the bid lifecycle. - Maintain document governance, version control, and review processes to ensure accuracy, compliance, and consistency across all submissions. - Apply sound judgement to prioritise bid activity, manage competing deadlines, and sequence work efficiently in a fast-paced environment. - Lead the end-to-end submission process, ensuring all bids and tenders are completed, reviewed, approved, and submitted in accordance with client requirements. - Manage tender portal submissions, lodgement activities, bid costs, and budget tracking to support successful and compliant submissions. - Manage approval workflows and executive sign-off processes for bids and tenders across the business. - Manage bid development cadence including key meetings, workstream set up and approval processes.

	- Engage and manage external bid consultants, writers, and specialist contractors as surge resources to strengthen bid capability and outcomes. - Support the preparation, compilation, and formatting of high-quality tender documentation and supporting materials. - Monitor tender milestones and critical deadlines, ensuring all schedules, timetables, and key deliverables are achieved.
Proposal content development	- Develop clear, persuasive, and client-focused proposal content that effectively communicates Citycare Property's capability, value proposition, and key differentiators. - Draft, edit, and refine proposal responses by synthesising operational, technical, commercial, sustainability, and cultural information into compelling and cohesive narratives. - Tailor content to directly address evaluation criteria, procurement objectives, client priorities, and emerging themes identified through bid strategy. - Review and enhance proposal quality by applying best-practice principles for structure, readability, evidence, tone, and visual presentation. - Develop, maintain, and continuously improve a library of standard content, templates, case studies, and exemplars to support efficient and consistent bid development. - Collaborate with marketing and communications teams to identify, capture, and develop proof points, success stories, and customer case studies that strengthen proposal competitiveness. - Develop and maintain bid-support resources, including key metrics, maps, infographics, and other visual assets that improve communication, engagement, and proposal impact.
Research, Insight and Bid Coordination	Strategic Opportunity Assessment - Partner with the Strategic Growth Team, Sector Leads, and operational stakeholders to evaluate tender opportunities and support informed go/no-go decision-making. - Analyse procurement documentation, evaluation criteria, client requirements, and market conditions to identify risks, opportunities, competitive advantages, and likely success factors. - Provide strategic bid intelligence and recommendations that inform response positioning, win themes, narrative development, and pursuit strategy. Market Intelligence & Knowledge Management - Undertake targeted research into clients, assets, competitors, industry trends, and procurement environments to strengthen bid planning and customer understanding. - Curate, develop, and maintain bid knowledge resources, including case studies, credentials, performance data, market intelligence, and lessons learned from previous pursuits. - Coordinate workshops, briefings, and planning sessions to capture stakeholder insights and translate operational knowledge into reusable bid assets. Opportunity & Pipeline Management - Maintain accurate and up-to-date records of opportunities within HubSpot, including key dates, stages, values, probabilities, and strategic actions.

	• Support the development, visibility, and ongoing management of the forward opportunity pipeline, ensuring emerging tenders and expressions of interest are identified and actioned early. • Collaborate with Business Development, Sector Leads, and operational teams to validate pipeline priorities, support opportunity planning, and coordinate pursuit approvals and executive sign-off processes. • Monitor pipeline activity, resource demands, bid schedules, and pursuit milestones, proactively identifying risks, constraints, and upcoming decision points. • Produce pipeline reports, dashboards, and performance insights to support forecasting, resource planning, and strategic decision-making.
Organisational Citizenship	• Upholds and exemplifies Citycare Property's Values every day. • Honours the principles of Te Tiriti o Waitangi and actively promotes cultural diversity and inclusion within the business and our activities. • Is open to training and development in tikanga Māori, te reo Māori, Mātauranga Māori, and Te Tiriti o Waitangi to ensure that the cultural confidence of the business unit is aligned to business expectations. • Participates in the implementation of sustainability and environment initiatives within the business. • Upholds and complies with approved Citycare Property's policies, plans, and programmes. • Undertakes all personal development and competency training to stay current and able to deliver changing requirements of the role. • Works collaboratively with other professionals (internal and external), ensuring the sharing of knowledge and experience. • Takes all practical steps to ensure communication to kaimahi and outside agencies is professional, timely, and supports the best interests of the business. • Establishes and maintains credibility and respect by building strong working relationships across the business. • Develops and supports colleagues, being quick to identify and problem solve any issues.
Additional Duties	• Any other duties of a similar type, as required by the Employer. • From time to time, it may be necessary to consider changes to the key accountabilities of this position so that we are able to adapt to changes in our business environment.

Health, Safety and Wellbeing | Te Whare Tapa Whā

All kaimahi are responsible for and required to:	• Be personally responsible for your own and others' Health, Safety and Wellbeing at work. • Promote and participate in Health, Safety and Wellbeing, maintain a safe workplace, and ensure that all equipment is always used in a safe and correct way. • Be familiar with Health, Safety and Wellbeing procedures. • Always establish and insist upon safe methods and safe practices. • Report all hazards, incidents, and injuries (including near miss incidents) according to procedure and within specified timeframes. • Refuse to do work if you deem it to be unsafe and notify relevant people accordingly.
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All People leaders are personally accountable for:	- Managing the Health, Safety and Wellbeing performance of work areas over which they have control, ensuring all work is performed in a safe manner and in a safe environment. - Ensuring all kaimahi and contractors understand and accept their responsibility to promote a safe and healthy workplace. - Ensuring Health, Safety and Wellbeing requirements are always adhered to, including ongoing assessment, training, and recording of kaimahi competencies. - Ensuring all new kaimahi and temporary kaimahi are adequately supervised and trained to reduce the risk of injury, accident, or incident. - Continuing their own development and management competence to deliver Health, Safety and Wellbeing requirements.
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Key Relationships | Ngā Hononga Matua

Internal	- All Citycare Property kaimahi including: - Executive and Operational Leadership Teams - Divisional and Functional Leadership Teams - Strategic Growth Team - Support Services Teams including Finance, People & Culture, IT. - Other divisional and branch team members as required.
External	- Customers and key client stakeholders - External Suppliers and subcontractors - Specialist external consultancies and service providers - Professional bodies - Industry stakeholders

Qualifications | Ngā Tohu Mātauranga

Essential	- Tertiary qualification (Level 7 or equivalent experience) in a relevant discipline such as Business, Communications. - Demonstrated understanding of tendering, procurement, or proposal development within infrastructure, facilities management, or services environments.
Ideal	Training or certification in project management, proposal management, continuous improvement, or commercial disciplines.

Experience | Ngā Pukenga

Essential	- Minimum 5 years' experience in a bid, proposal, or tender coordination role. - Proven ability to independently develop high-quality written proposal content. - Excellent computing and systems skills, including Microsoft Suite - Excellent standard of oral communication and interpersonal skills.
Ideal	- Experience in Social Infrastructure, Facilities Management, construction, or services-based contracting environments. - Familiarity with CRM systems and bid management tools. - Project or operations management experience.

Agreement | Whakaaetanga

I have read and understood this position description and, by signing below, accept and agree to deliver these responsibilities.

Signed by Kaimahi (Employee):

Date:

Signed on behalf of the Employer:

Date:

Disclaimer | Te Whakakape

This position description serves to provide an overview of the primary responsibilities inherent in this role. It also provides a summary of how this position collaborates with other roles within the organisation. It is acknowledged that to remain current, regular amendments will be required. This is to be coordinated in association with the relevant Leader and the Head of People.

This document will be supported by the development of a performance agreement which will be drafted by the incumbent in association with their Leader to provide clear goals and objectives, against which individual performance will be managed.