

BURRANA

SALES OPERATIONS MANAGER

Department: Marketing & Sales Support

Reports To: VP, Marketing & Sales Support

Location: Brisbane, AUS or Irvine, US

SUMMARY

This permanent position has evolved from the growth of Burrana and will be a hands-on leader and owner of the bid process lifecycle. The position actively coordinates on bid logic, gates, proposal templates and writing. The position maintains strong analytics via Salesforce to strengthen future proposals.

DUTIES AND RESPONSIBILITIES

- Managing, leading and quality control of bids, proposals processes and ensure milestones are met
- Management of the sales team's bid submission and bid governance processes
- Supporting the tracking of leads, forecasting, prospects via Salesforce
- Understanding the key client drivers and associated bid strategies to provide articulated solutions in clear, concise and compelling responses, supported by evidence
- Developing innovative solutions and dynamic responses to service-based bids
- Acting as the central point of contact for tender/bid requests for the sales and operations team
- Reviewing current systems, processes and tools and proposing amendments to meet needs
- Ensuring bid teams are selected and allocate duties to enable bids to reflect company standards
- Keep abreast of all trends in the area of pitching and tender responses
- Managing the tender process including procedures, forms and templates to improve quality
- Prepares proposal submittals by evaluating text, graphics, and layout of documents
- Project managing Burrana's proposals, including:
 - managing the official bid process after Gate Zero
 - liaising with the stakeholders involved (e.g. engineering, finance, etc)
 - creating proposal templates via Qvidian
- Maintaining supporting and related proposal resources, including:
 - bid process & bid process training (on Burrana's LMS)
 - gate decks
 - financial/accreditation documentation and text
 - proposal master text & proposal styles
 - proposals SharePoint site (proposals resources and industry intelligence)
 - competitor intelligence
 - win/loss analysis

QUALIFICATION REQUIREMENTS

a) Education

- Qualified to a degree level in a relevant subject

b) Experience

- Min years of 8 years of experience in hands-on delivery to related duties
- Experience in Aviation or IFE is highly desirable

c) Systems

- Strong use of Microsoft Office suite
- Use of SharePoint, Microsoft Project, Qvidian and Salesforce is highly advantageous