

## G2 Speech UK

### Commercial Support Officer – Leeds

#### JOB DESCRIPTION

An exciting opportunity has arisen to support the Director of Customer Strategy with the coordination, quality assurance and submission of innovative and evidence-based tenders/bids that are bespoke to healthcare organisations within the NHS, across the UK, the HSE, across Ireland and private healthcare organisations across the UK and Ireland.

We are looking for a motivated, analytical and highly organised individual to join our team in ensuring we maintain and grow G2 Speech's customer base through supporting with the coordination of the competitive tendering process.

With excellent research, written and verbal communication skills, you will assist by managing the opportunity/tender process, supporting with bid submissions and providing support to the Sales Team, Implementation and Service Team, Product Management and Marketing and Communication, who all input into the tender process, to ensure we submit winning bids.

Duties will include:

- Co-ordinating client facing tender submissions and/or writing question responses
- Carry out review and edit functions of work created by others
- Maintenance of tender folders containing the information necessary for each bid
- Review previous tenders and pre-qualification questionnaires for feedback in order to refine answers to improve quality submissions.

You will have excellent organisational and time management skills, strong MS Office skills and IT literacy, alongside excellent proof reading skills.

Being flexible in supporting the sales team with various administration duties as and when required is key.

Ideally you will come from a software or medical background and have worked for an IT solution provider delivering bespoke software projects to the public sector.

Formal qualification is not essential but evidence of working in a structured procurement/sales environment will be required.

The role will be office based, but may involve travel to other company offices.



## ORGANISATIONAL RELATIONSHIPS

Accountable to: Director of Customer Strategy  
Responsible for: n/a

## ESSENTIAL SKILLS

- Strong MS Office Skills and IT literacy
- Excellent organisational skills, with the ability to prioritise and meet deadlines while maintaining a high standard of quality
- Communicate confidently and effectively, verbally and in writing
- Excellent proof reading skills with a keen eye for accuracy and detail, including ensuring responses adhere to word/page limits
- Contribute openly to the Director of Customer Strategy, UK Sales Manager and wider team with innovations and ideas to ensure the success and development of tender responses.

## DESIRABLE SKILLS

- Experience of working for/with medical organisations (e.g. NHS)
- Experience of maintaining administrative processes
- Experience of using software packages such as MS Visio for creating visuals for tenders/bids
- Previous experience with digital dictation and speech recognition technologies.

## ABOUT US

G2 Speech was founded in 1998, since then we have polished and perfected the art of providing digital dictation, speech recognition and workflow management solutions. We successfully provide our products in the UK, Ireland, Belgium and Holland. Within the UK we currently deliver solutions to over 35 major NHS Trusts. Globally we have around 25,000 users accessing our product every day.

At G2 Speech, we believe that dedicated and friendly staff make a real difference in customer service and solution delivery.

