

LONDON BOROUGH OF HACKNEY

Job Description

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| POST TITLE: | E-Procurement Systems Support Officer |
| GRADE: | PO1 |
| LOCATION: | Within the London Borough of Hackney (Main Campus Offices) |
| RESPONSIBLE TO: | E-Procurement Systems Manager |

PURPOSE OF THE JOB:

This post exists to provide support and assistance to the e-procurement function of Hackney Procurement Service. The role will provide support for all the programme of work that will be undertaken by the e-procurement systems manager

More specifically the postholder shall have responsibility for the provision of comprehensive administrative support for the effective operation of the e-procurement systems and processes

This role will provide support for the continuous improvement of the Council's procurement systems, tools and related processes including:

- e-tendering
- e-contract management
- e-catalogues and purchasing (CedAr)
- e-invoicing and self-billing

The role will provide support for updating the Council's supplier database, production of report for FOI reporting and helpdesk support for the e-procurement systems

MAIN AREAS OF RESPONSIBILITY:

The postholder will have responsibility and accountability for the following:-

e-Procurement Systems support

- 1) To be the a key contact for all Council staff who are users of the procurement systems and provide technical support to users as may be required
- 2) To manage the contract register functionality of the Council's e-contract management module, liaising and working Procurement Category Leads and

Service Manager to ensure accurate recording of all Council contracts on the system

- 3) To ensure that the Council's supplier database is maintained efficiently and effectively
- 4) Ensure a smooth transition to a more efficient system of updating supplier records on the Council's e-procurement systems and ensure effective maintenance of this system
- 5) To produce and provide reports relating on contract management activities and performance as may be required by the Procurement Service or Council departments
- 6) To ensure regular update of suppliers e-catalogues as part of the operation of the e-marketplace and manage the resolution of issues relating to the purchase of products through the e-marketplace
- 7) To provide support for the development of e-procurement systems and tools into end to end procurement process, including spend analysis, e-tendering, e-contract management and requisition to pay
- 8) To research new developments and best practice in e-procurement systems and work with the e-procurement systems manager to implement new initiatives that will enhance what is already in place

e-Procurement processes & Training

- To support the process for e-enablement of the Council's supply chain for e-tendering, e-contract management, e-catalogues, e-invoicing and e-self billing
- To provide support for the the simplification of the e-tendering and e-contract management processes and dissemination to Council staff
- To deliver workshops/seminars/training events to communicate e-tendering and contract management strategy, processes and tools to the procurement community and key stakeholders
- To become the expert in all aspects of the procurement systems and be able to train other users, in the best use of the systems
- To run e-procurement 'surgeries' and one-to-one support for users of the e-procurement systems particularly

Management Reporting and Access

- 1) To manage the process of producing contracts and expenditure information for publication to ensure the Council fulfil its obligation in respect of Transparency Code
- 2) To manage the process of producing contracts and expenditure information to support the process of meeting the Council obligation under the Freedom of Information Act
- 3) To provide dynamic and intelligent management information on external spend to the wider Procurement team and service managers, supporting activities such as demand management, supply trends and future sourcing requirements

- 4) To support the production of management information and performance indicator data relating to e-tendering as required
- 5) To provide support on the maintenance of the procurement pages on the Council's websites and Intranet sites, ensuring easy access of procurement information to staff and suppliers

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.

PERSON SPECIFICATION

POST TITLE: E-Procurement Systems Support Officer

GRADE: PO1

Technical Experience/ Skills/knowledge

Technical knowledge and proven working experience

1. Experience of supporting the operation of e-procurement systems and processes.
2. Knowledge of the entire contract cycle from developing options through to tendering, awarding and managing the contracts
3. Experience and good knowledge of producing reports using databases and spreadsheets.
4. Experience of maintaining databases and ensuring security of data.
5. Demonstrable experience of ability to work independently and as part of a team in a dynamic environment
6. Experience of providing project management support and the production of project documentation.
7. Understanding of potential of financial information systems and associated report writer tools.
8. Experience of using IT based systems to support decision-making

Skills and Qualification

1. Ability to interpret complex statistical and financial data.
2. Good organisational and planning skills and able to prioritise to achieve both individual and departmental objectives
3. A relevant professional qualification such a CIPS and/or experience of procurement within a public sector context.
4. Good communication and able to communicate in a clear, confident and authoritative manner, at all levels and in line with established policies and practices of the Council
5. Ability to deliver services that take account of the needs of diverse stakeholder groups
6. Ability to establish and facilitate cross organisational working that shapes and influences the benefits of having a diverse workforce
7. Ability to work with other Public Sector organisations to develop and promote collaborative arrangements
8. Attention to details and high level of numeracy & I.T. skills i.e., proficiency in using Microsoft/G-suite packages for reporting