

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Resources

DIVISION: Commissioning and Improvement

JOB TITLE: **Procurement and Supply Chain Manager**

N.B: If you have any issues printing this document please contact HR

ROLE PROFILE

Job Title: Procurement and Supply Chain Manager

Department: Resources

Division: Commissioning and Improvement

Grade: Grade 16

Hours (per week): 36

Reports to: Head of Community Equipment Service

Responsible for: Procurement Officer
Contract Monitoring Officers
Procurement team leader
Procurement administrators

Role Purpose and Role Dimensions:

To ensure that the Council is able to achieve the best outcomes for its residents and partners of the Integrated Procurement Hub through effective commissioning, procurement and contract management by driving and delivering a professional and commercial approach that delivers cost effective, value for money equipment and support services. This will include, but will not be limited to:

- Leading on equipment spend for Community Equipment Service and other organisations partnered with the Council by a collaboration agreement
- Building strategic relationships with suppliers and partners particularly focused on an effective and uninterrupted supply line and to further develop the market to optimise cost saving on supplies.
- Leading on the strategic and operational contract management of the Council's Community Equipment Service contracts and providing support on such contracts;
- Taking a strategic view of the Council's supply chain, ensuring that performance and business intelligence is used to manage external suppliers and challenge internal services;
- Taking a lead on the procurement and contract management of Community Equipment Service's non-equipment spend and leverage relationships with Category

Managers in the Council

- Taking overall responsibility for the information provided on CES's online equipment catalogue
- Ensuring that the Council is achieving tangible Social Value through encouraging measurement of Social Value within the Contracts;
- Promoting the Community Equipment Service offer at exhibitions and maintaining strong relationships with existing partners
- Working with the supply chain to identify and implement innovations in equipment to provide better outcomes for residents
- Lead on future DPS procurements for new categories of equipment, ensuring the process is both compliant with the Public Contracts Regulations 2015, and the Council's Tenders and Contracts Regulations.
- Manage the Procurement function, ensuring an excellent standard of service is provided and maintained.
- Manage the Procurement team, ensuring that all team members provide a professional and excellent service

Commitment to Diversity:

To take individual and collective professional responsibility for championing the council's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity.

Key External Contacts:

- Health Clinical and Commissioning Leads and practitioners
- Equipment Suppliers;
- Suppliers for CES operational activity
- Government Departments and Agencies;

Key Internal Contacts:

- Head of Community Equipment Service
- Commissioning staff, Category managers, Procurement Officers and Contract Management staff at all levels;
- CES Financial Controller
- CES Sales and Business Development Manager
- CES Financial Planning & Analysis Manager
- CES Finance Manager
- CES Operations Manager
- CES Service Improvement Manager
- CES Clinical Lead
- CES Customer Service Manager
- CES Logistics & Delivery Manager
- CES Warehouse Manager

Financial Dimensions:

The post holder will be accountable for ensuring effective contract management of the circa £15m per annum community equipment spend

Key Areas for Decision Making:

- Decisions in relation to strategic supply chain management.
- Staff management decisions, including recruitment, performance and workload management
- Identification of areas of opportunity or risk and action proposed arising from business change impacts.
- Providing expert advice on supply chain issues and procurement and contract management implications of new developments.
- Planning training and coaching of staff with knowledge transfer ensuring key capabilities are developed within the procurement team.

- This post will have a continuing responsibility for reviewing important policies and practices that affect the Council's Commissioning, Procurement and Contract Management, while also maintaining a presence with the supply chain.

Other Considerations:

Ability to work occasional evenings.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

No

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

Yes

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

Yes

Key Accountabilities and Result Areas:

Corporate and Service Leadership

Key Elements:

Provide effective and visible leadership, demonstrating the Council's Values. This includes contributing to the delivery of the council's performance management framework.

Demonstrate sound financial management and commitment to good governance, including regularity, probity and control in the discharge of all functions and responsibilities, supporting the Council's Cabinet and elected Members by:

- providing advice and guidance;
- ensuring the effective implementation of decisions;
- taking delegated decisions within the Council's Financial Regulations; and
- enabling the effective scrutiny of services and decisions.

Take responsibility for cross-cutting initiatives and community plans, including additional portfolios as allocated by senior management.

Provide a visible commitment to customer satisfaction and continuous improvement across the service.

Development and review of procurement strategy for Community Equipment Service

- Developing, reviewing and implementing procurement strategies for the community equipment service
- Identifying and engaging stakeholders at all points across the strategy implementation
- Lead the on-boarding process of new suppliers and new equipment
- Leading on the contract management process for contract awarded suppliers
- Identifying new opportunities for the use of equipment and technology in providing care for residents
- Evidencing the value partners receive by being part of the partnership in terms of equipment spend;

Demonstration of value provided by the supply chain to all stakeholders

Building the Commercial Capabilities and Resilience of the supply chain

- Leading on supply chain performance reporting for equipment spend;
- Leading on standardisation and rationalisation of equipment spend;
- Identify cost savings, as well as introducing organisation wide best practice processes to drive maximum value from the supply base;
- Presenting the value of CES's offer, with regard to procurement, to prospective partner organisations;
- Ensuring the Council is achieving tangible and measurable Social Value through the Contracts that are awarded and monitored
- Build effective supplier relationships across the most strategic/critical suppliers
- Optimise savings and value delivery through sustaining high levels of innovation, driving continuing cost & value efficiencies, reducing risk through implementation of contractual rigour, improving sustainability and facilitating the drive to improve the quality and reliability of the supply chain
- Develop forecasts of equipment usage for the Council and its partner organisations;
- Identifying back up suppliers and equipment lines in the event of supply disruption;
- Taking a strategic view of the Council's supply chain, ensuring that performance and business intelligence is used to manage external suppliers and challenge internal services;
- Regularly reporting on and addressing any issues with the supply chain;
- Leading on market shaping and market engagement events;
- Ensure equipment and supplier compliance with required legislation and standards;
- Carrying out risk assessments on the supply

chain to identify areas of concern;

- Fostering a continuous improvement mentality across the supply chain and suppliers
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Green Commitment

- Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

Data Protection

- Being aware of the council's responsibilities under the Data Protection Act 1998 and going forward GDPR 2018 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in

a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Person Specification

Job Title:

Procurement and Supply Chain Manager

Essential knowledge:

- Knowledge of the issues in relation to strategic commissioning and procurement activity;
- Knowledge of Public Contract Regulations;
- A strong understanding of supply chain management processes and good practice;
- Experience of change management processes such as risk management, planning, control and change readiness;
- Experience of leading and implementing reviews for key commissioning and procurement processes that have led to significantly improved outcomes; and
- Knowledge of budgeting and value for money principles to ensure the most cost effective outcomes are achieved within limited resources.
- Chartered Institute of Purchasing and Supply qualification and/or considerable professional procurement experience
- Experience of using e –procurement systems and a strong working knowledge of I.T. and data management systems applications and administrative processes.

Essential skills and abilities:

- Excellent oral, written and presentational skills.
- Excellent project management and organisation skills.
- Strong negotiation and influencing skills.
- Ability to deal with ambiguity and take a solutions focused approach to make decisions, take the initiative, motivate and empower others into action.
- Strong analytical skills and lateral thinking to develop creative and innovative service solutions.
- Ability to build effective relationships both inside and outside the organisation.
- Comfortable working with IT systems and learning how to leverage system capabilities.
- Ability to shape, plan and lead the work of a team.
- Ability to manage, motivate and develop staff.
- Ability to set personal and team priorities, objectives and deadlines while maintaining a focus on the key service priorities/accountabilities.
- Resilience and drive to meet the demands and pressures of the post.

Essential experience:

- Experience of supply chain management and developing and building the supply chain.
- Experience in leading the development and implementation of Procurement strategy a multi-disciplined organisation
- Experience of driving through behavioural and process change through timely and appropriate interventions.
- Experience of influencing senior stakeholders (Heads of Services and Directors) to achieve the desired objectives.
- Experience of successfully operating in a political environment.
- Experience of using technology to improve processes and practices.
- Experience of building and participating in teams, particularly cross departmental teams.
- Track record of promoting equality of opportunity.

Special conditions:

None