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| 1. **JOB IDENTIFICATION** |
| **Job Title:** Purchasing Officer  **Responsible to:** Team Leader  **Department:** Procurement  **Directorate:** Estates & Facilities  **Location:** Glasgow Royal Infirmary |
| **2. JOB PURPOSE** |
| The purpose of the Purchasing Officer role is to ensure the effective and timely processing and procurement of all requests for relevant suppliers and services within NHS Greater Glasgow & Clyde (GG&C). They will provide tactical and transactional support within the Procurement department including purchasing activity within general and medical categories, tactical buying and purchase to pay compliance.  The Purchasing Officer has discretion to act in order to ensure an efficient and effective purchase to pay process within the wider ‘source to settle’ process, for all relevant supplies, works and services for NHS GG&C in accordance with Procurement Regulations, Standing Financial Instructions (SFIs) and local Procurement policies and processes. |
| **3. ROLE OF DEPARTMENT** |
| The Procurement Department provides a professional service across all NHS GG&C Divisions and Departments and delivers best value procurement practices and efficient processes to ensure the delivery of optimal value for money. The service is managed in compliance with NHS GG&C SFIs, public sector procurement regulations and plays a key part in delivery of the Board’s challenging financial improvement plan.  The department comprises c.140 staff covering commercial activity (strategic sourcing, contract management and implementation of national contracts), operational activity (local logistics and ward product management) and tactical / transactional procurement which covers purchasing / buying activity, procurement systems and customer services i.e. the ‘front door’ into the department for any procurement issues or queries. |
| **4. ORGANISATIONAL POSITION** |
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| **5. SCOPE AND RANGE** |
| NHS GG&C serves a population of 1.2 million and employs 44,000 staff, making it the largest Health Board in Scotland and one of the largest in the UK. The Board also provides a wide range of regional West of Scotland services and National Services.  NHS GG&C’s structure comprises an Acute Division and a shared interest, with local authority partners, in six Health and Social Care Partnerships (HSCPs), which are overseen by Integration Joint Boards (IJBs). The HSCPs are joint organisations responsible for managing jointly provided services. The Acute Division and HSCPs have responsibility for delivery of the Board’s business objectives, and performance against key targets. The Board provides services through approximately 6,000 beds across:   * 9 acute inpatient sites; * The Beatson West of Scotland Cancer Centre; * 61 health centres and clinics; * 10 mental health inpatient sites; and * 6 mental health long stay rehabilitation sites.   Procurement provides its services to in excess of 121 sites and provides support to organisations on a local, regional and national basis. Key statistics are as follows:   * Revenue Resource Limit (2019/20): £2.69bn * Capital Resource Limit (2019/20): £61.6m * Total Trade Spend with third party suppliers (2020/21): £635m * Total Procurement Staff: c.140 WTE * Procurement Dept Budget: £5.9m   The Purchasing Officer will be part of the Procurement Purchasing team providing aspects of the tactical and transactional procurement activities including purchase to pay compliance. The Purchasing Officer will have financial responsibility (up to a value of £5,000) for review or purchase requisitions raised by departments/users with devolved purchasing authority to ensure compliance with NHS GG&C SFIs and other relevant policies and procedures. The Purchasing Officer will intervene where required to influence and effect change to ensure compliance and achievement of best value and other relevant objectives. |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| * Efficient processing of requisitions for goods and services, assisting end users to source goods and services and advising them of the correct route to market, negotiating with suppliers, efficient processing and buying activity relating to Board-wide travel requests (air, rail, hotels), assist in the administration of the Warp-it recycling programme, working between the National Distribution Centre and end users to source short/medium term product alternatives when there are shortages in order to maintain continuity of supply. * Providing procurement support to end-users for products, works and services up to values of £50,000. This may include assessment of requirements, generation of options for end users, product/supplier identification and research, obtaining competitive quotes and/or negotiating with suppliers, or undertaking a more formal competitive quotations exercise on their behalf which requires knowledge of professional purchasing principles and procurement regulations. * Placement of specialist purchase orders e.g. capital equipment/multi-function devices requiring financial responsibility, and also occasional placement of purchase orders via the eFinancials system and corporate purchasing cards (and associated administrative tasks). Accuracy of these orders is critical to avoid any errors appearing within various department budgets. * Review and signing off, of electronic purchase requisitions within the Pecos purchasing system – up to a value of £5,000 – to ensure correct supplier selection and compliance with SFIs and other Procurement policies prior to budget holder approval in order to ensure that budget holders and NHS GGC more generally is obtaining best value. These goods/services will tend to non-routine therefore theoretical knowledge of how to apply procurement regulations, SFIs and Health Board policies is key. * Working across the Finance discipline with Accounts Payable department to ensure that the purchase to pay (P2P) process operates efficiently and effectively. The Purchasing Officer will be responsible for investigating and resolving invoicing discrepancies and disputes which can require complex data analysis. * Investigate and resolve finance queries through communication with departments, finance staff and suppliers to enable the achievement of a satisfactory conclusion, allowing payment of invoices and ensuring continuity of the supply chain. * Communication of ‘best practice’ methods of purchasing to remote requistioners and other end users through effective communication and education to wider groups of staff within the Health Board. * Provide professional supplies and customer support to all user departments including product information and pricing where appropriate to ensure timeous resolution of all issues arising. * Monitor and review progress of all outstanding orders with suppliers and to inform end users of any potential delay. To take action where unreasonable delays arise when supply chain problems persist. To report all unresolved difficulties to Line Manager for further action within agreed timescales. * Ensure all requisitions have been properly authorised by recognised signatories prior to purchasing goods and services in accordance with SFIs. * Liaise with commodity team, suppliers and customers regarding alternative products and materials, and identify opportunities for the implementation of new products. To support this implementation process in conjunction with the commodity team. * Participate in NHS GGC and departmental training programs relevant to role. * Supervise Assistant Purchasing Officer activities.   Analytical skills to include:   * Situations where there is more than a straightforward choice of options and there is a requirement across a range of different cases to assess problems in detail to determine the appropriate course of action. This could take the form of analysis of complex spend data to determine particular trends, investigation of aged debt with particular suppliers in order to determine root causes(s) and appropriate fixes, analysis of complex financial queries or discrepancies such as more complex invoice queries where deeper analysis is required in order to formulate options for addressing the root cause of the problem which may include liaison with suppliers to resolve these issues, and to identify improvement opportunities. * Produce management reports as required and take effective action to resolve queries to ensure continuity of supply.   Responsibility for policy and service development to include:   * Identification and implementation (with appropriate approvals) opportunities to increase efficiency in working practices to meet the Board and or/department’s objectives, form example expansion of scope of electronic ordering by end users via the PECOS system. * Liaison and interaction with the Procurement Purchasing, Systems and Service Desk team to identify potential improvements in the configuration and implementation of procurement systems. * Working with the wider strategic sourcing team to identify and implement (with appropriate approvals) improvement opportunities across the procurement cycle. |
| **7a. EQUIPMENT AND MACHINERY** |
| * PC / Laptop / Monitor(s) * Printer / photocopier / scanner * Telephones (fixed / mobile) |
| **7b. SYSTEMS** |
| * Microsoft Office/365 software: Outlook, Excel, Teams, PowerPoint, Word * eESS (HR system) * Turas (appraisal / performance management system) * Communication – fixed/mobile telephone and MS Teams * Internet – search, information and market analysis source. * Catalogue Content Management system * CEDAR eFinancials and Pecos Procurement System * Inventory Management Systems - Powergate / Genesis * Scottish Procurement Information Hub – Upload of financial data * SAP Business Objects XI (BOXI) * Public Contracts Scotland portal * Provalido Savings Tracker * Customer Relationship Management Systems - Zendesk and Servicenow |
| **8. DECISIONS AND JUDGEMENTS** |
| * The Purchasing Officer will be involved in non-routine purchasing activity which has a degree of complexity beyond simple placement of orders. This will involve evaluation a range of financial and non-financial factors in order to strike an appropriate balance between internal stakeholders desire for particular suppliers/products vs the requirements within NHS GGC SFIs to comply with procurement policies and external procurement regulations in order to achieve best value for the public purse. * The Purchasing Officer will often have to determine the root cause of complex financial queries or discrepancies such as complex invoice queries, being able to move from one commodity area to another and quickly understand the requirements of internal stakeholders. * Planning of own workload to achieve team objectives and maintain the smooth running of the purchase to pay process which may involve re-adjustment of plans to re-prioritise workload according to most time dependent objectives. * The Purchasing Officer has freedom to act within defined policies, protocols and procedures. Work is managed rather than supervised, with use of own initiative required with occasional need to refer upwards to Purchasing Team Leader for advice and/or support. * Use of discretion within delegated limits to make decisions regarding how best to comply with SFIs and Procurement policies, to suggest changes to these policies and to ensure implementation. * The post holder’s performance will be reviewed against agreed targets and key performance indicators. |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| * Develop and maintain good internal and external stakeholder relationships on a regular basis to deal with queries, identify requirements, challenges and correct requisitions and to assist with tactical buying which requires persuasive skills. * Occasional need to direct or train staff regarding the purchase to pay process and the wider requirements of the NHS GGC SFIs. * Develop an effective link and strong working relationship with Accounts Payable team members in order to deal with invoice/order queries and financial codes. * Communicate frequently with General Managers regarding authorisation and control of the purchase of new products. * Develop and maintain relationships with suppliers, staff from other Health Board Procurement teams and NHSS National Procurement. |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| Physical   * Keyboard skills * Sitting and working at a PC / Laptop for prolonged periods of time * Use of Visual Display Unit more or less continuously   Mental   * Ability to apply SFIs to various different purchasing scenarios in a compliant yet pragmatic way. * Frequent re-prioritising of workload. * Analysing and preparing reports.   Emotional   * There can be pressures from time to time from staff who require goods urgently and the post holder will have to use their judgement in how to respond. * End users who are unfamiliar with the SFIs and Procurement process may have an expectation that they can use suppliers of their choosing. The post holder has to use appropriate emotional intelligence and be able to explain how process work in a calm, supportive but authoritative way. * Occasionally suppliers can apply pressure if they have been anticipating an order and have not received it yet, in which case good communication and diplomatic skills are required. * Exposure to distressing or emotional circumstances is rare although potentially possible to assist patients/customers through incidental contact. * Developing new relationships with stakeholders to expand procurement influence. |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| * Balancing the need to comply with SFIs whilst ensuring best value is being obtained against end-users expectations which may not be aligned. |
| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| Essential   * A relevant qualification or qualifications equivalent to Level 6 or higher, on the Scottish Credit and Qualifications Framework (SCQF) - [https://scqf.org.uk/interactive-framework/](#) such as Highers, National Certificate, HNC, SVQ Level 3 and a CIPS Diploma in Procurement & Supply (CIPS Level 4 – equivalent to NVQ4 / SVQ4) or equivalent or significant relevant experience in Procurement and supply chain environment. * Strong evidence of IT literacy, analytical and data management skills, in particular how to manage data using Microsoft Excel * Good organisational skills and good communication skills in oral, written and presentation format. * Good understanding of Public Procurement legislation; Procurement Reform (Scotland) Act 2014, Public Contracts (Scotland) Regulations 2015 and Health Board Standing Financial Instructions and Scheme of Delegation. * Experience and knowledge in the field of Procurement and/or Supply Chain within a complex, multi-disciplinary environment.   Desirable   * Knowledge of the Purchase to Pay process and how to make improvements within it * Knowledge of Microsoft Excel * Knowledge of SAP Business Objects XI (BOXI) |