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| **NATIONAL SERVICES SCOTLAND**  **JOB DESCRIPTION** | | | |  | | | | | | | | | | | | |
| 1. | JOB DETAILS |  |  | |  |  | |  | |  | |  | |  | |  |
|  |  |  | Job Reference | |  |  | |  | |  | |  | |  | |  |
|  | JOB HOLDER |  |  | |  |  | |  | |  | |  | |  | |  |
|  | JOB TITLE | Category Manager |  | |  |  | |  | |  | |  | |  | |  |
|  | LINE MANAGER | Head of Strategic Sourcing & Commercial |  | |  |  | |  | |  | |  | |  | |  |
|  | DIVISION | Procurement, Commissioning and Facilities – Strategic Sourcing |  | |  |  | |  | |  | |  | |  | |  |
|  | LOCATION | Canderside, Larkhall  SHSNPOG032 |  | | Date Job Evaluated | | | | | | | | | | | |
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| 2. | JOB PURPOSE |  |
|  | To understand overall customer needs within their category to deliver excellent product choice and quality, provide strategic procurement direction to a number of commodity teams, contribute to the Strategic Sourcing programme targets by delivering the category revenue cost savings and ensure the PCF delivers a service which provides best value and reflects best procurement practice.  To influence national strategies and procurement initiatives to exploit, where appropriate, the wider purchasing power of the NHSScotland and collaborate where possible with other public sector organisations to leverage total Scotland spend to secure additional value. |  |

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| 3. | DIMENSIONS |  |
|  | **Activity Value of Work Undertaken Per Annum (2022/23)** |  |
|  | National contracts (value of orders placed by customers on national contracts) | >£1.5bn/year |
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|  | **Category Specific value of work per annum** |  |
|  | National contracts in category (value of orders placed by customers on national contracts) | >£424m/year |
|  | **Activities** |  |
|  | Number of central contracts within the branch  Number of contracts within the category | >450  117 |
|  | **Savings** |  |
|  | Revenue savings for NHSScotland each year (approx.) from NHSS strategic procurement  Category revenue savings each year from NHSS strategic procurement | £30m  £20m+ |
|  | **Customer Base** |  |
|  | The main customer is NHSScotland but work is also undertaken for other parts of the Scotland and / or councils. |  |
|  | **Budget Responsibilities** |  |
|  | The post holder is responsible for managing the operating expenses for their category team including staff costs and operating expenses. |  |

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| 4. | ORGANISATION CHART |  |
|  | Please see full Strategic Sourcing organisation chart attached |  |

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| 5. | ROLE OF PROCUREMENT, COMMISSIONING & FACILITIES – Strategic Sourcing |  |
|  | The need for buying organisations and stakeholder communities to work closer together to source goods and services more strategically and in a way that fully leverages NHSScotland’s substantial spending power underpins PCF – Strategic Sourcing. Not only can significant savings be captured and sustained, but quality of products and the services provided by Procurement and from suppliers can also be significantly improved.  Given the savings realised to date, target annualised savings are continually assessed and targetted. Critical to the delivery of these savings and to the service improvement targets is the investment in staff, improved processes, enabling systems and a re-aligned Procurement, Commissioning & Facilities organisation. More specifically, the NHSS has recognised the need to invest in improved strategic sourcing capability, better logistics, change management and the implementation of eProcurement Scotl@nd services. Additionally it has also been recognised that there is a need to make changes to the current organisation structure for Procurement and to current ways of working across buying and requisitioning communities in NHSS.  Procurement, Commissioning & Facilities has been created to ensure that best practice procurement and supplies management processes are embedded right across the organisation within national, regional and local procurement and supplies communities. Procurement, Commissioning & Facilities will provide leadership and direction for the on-going operation and improvement of these processes and practices. Procurement, Commissioning & Facilities has primary responsibility for ensuring Procurement delivers best value for its wide customer base and that the savings targets set by Minister and Scottish Government are met. The need to add benefits from better managing strategic suppliers has also been recognised as a priority going forward and Procurement, Commissioning & Facilities will develop and implement best practice contract management and supplier relationship management processes.  Procurement, Commissioning & Facilities is organised to best manage end-to-end supply chain processes for all those goods and services considered within scope. Initially the focus will be – strategic sourcing and supplier relationship management; logistics (in-bound distribution and stock management) and eProcurement (transactional purchasing and payment processes). Procurement, Commissioning & Facilities also takes a lead role in the capability development of existing staff within Procurement and the resourcing of additional expertise from within the service via redeployment and from outside recruitment, as appropriate. It will establish support services for the core functions and become a centre of excellence for Performance Management (people and culture, benefits tracking, MIS and KPIs) and for eSourcing and eTendering.  Although Procurement, Commissioning & Facilities will be led and managed within National Services Scotland (NSS) it will operate in close collaboration with managers and Procurement staff within the Regional Confederations, Health Boards, Special Health Boards and Scottish Government Procurement. From a strategic sourcing perspective it will seek to best manage a number of related processes – opportunities management and resource planning, strategic sourcing and negotiation, contract and supplier management and contract compliance. It will work with the Health Boards to agree and implement best practice. It will seek to make best use of existing expertise and systems, to develop capability either by personal development or recruitment and to encourage investment in value-adding technologies and process redesign.  Procurement, Commissioning & Facilities will also seek to maximise the use of expertise across Scotland.  In summary Procurement, Commissioning & Facilities is structured and organized around best practice principles with expertise spread across portfolio, category and commodity management teams with appropriate support functions and also focused on demand capture, service improvement and compliance management. It will strive to become a centre of excellence for supply chain management and a model organisation against which best practice across the Scottish Public Sector can be benchmarked. |  |

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| 6. | KEY RESULT AREAS |  |
|  | Engage with the customers and key decision makers in NHSScotland and Scottish Government to build relationships and understand their overall needs. Influence policy at an early stage and market the services of Procurement, Commissioning & Facilities to ensure that national contracts meet the requirements of the customers in terms of product choice, quality and service whilst fulfilling national policy requirements. |  |
|  | Lead and direct the commodity teams in the development and delivery of commodity strategies taking data from the procurement support team to develop the strategy, aligned to a programme to achieve savings, cost avoidance, and commitment to contracts targets. Whilst ensuring Procurement, Commissioning & Facilities delivers a service which adds value and reflects best procurement practice and achieves customer satisfaction targets. Establish KPIs and monitor them taking corrective action to ensure achievement of targets. |  |
|  | Work in conjunction with the Strategic Sourcing Management Team to define and agree the rolling annual contract renewal and maintenance programme for the organisation using strategic sourcing methodology and procedures within their category to maximise efficient use of resources and achieve a consistent and sustainable approach to contracting activity. |  |
|  | Work in conjunction with other category managers, commodity teams and Health Board Heads of Procurement to ensure opportunities with common suppliers are identified and negotiated centrally to achieve best procurement practice and greater savings. |  |
|  | Support and promote e-procurement enablers such as supplier adoption and catalogue management as well as e-tendering and e-auctioning by influencing suppliers to deliver commercial benefits of e-business and to provide data in required formats and encourage customers to actively support e-procurement tools. |  |
|  | Provide professional expertise and leadership to the team, managing and deploying resources to ensure national contracts provide the range of products and services required by NHSScotland and are delivered in an efficient and cost effective manner in support of the national plan. Promote effective working relationships by enabling open and frequent communications and engagement with staff, whilst working to change culture to ensure the organisation works in a strategic way in the procurement arena within NHSScotland. |  |
|  | Continually monitor, benchmark and evaluate the performance of national contracts within their category to ensure they are appropriate to the needs of NHSScotland, ensure activities comply with all relevant standards and legislation, demonstrate a high level of probity and identify opportunities and improvements. |  |
|  | Work in partnership with colleagues in equivalent organisations within Scottish Government, the wider NHSScotland, NHS in England, Wales and Northern Ireland and other public sector organisationsto influence national strategies and procurement initiatives to exploit, where appropriate, the wider purchasing power of NHSScotland. Contribute to the strategic sourcing programme by influencing national strategy and procurement policy within their category to achieve KPIs and Efficient Government targets. |  |
|  | Work in conjunction with the Strategic Sourcing Management Team to provide input into the Organisational Business Plan. |  |

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| 7. | ASSIGNMENT AND REVIEW OF WORK | |  | |
|  | As part of the Strategic Sourcing Management Team the broader and longer term direction will be identified. The post holder will decide on methods of dealing with them and will generate and schedule his/her own work and the work of the commodity teams under his/her category. | |  | |
|  | Much of the operational work will be driven by customer requirements. Performance will be reviewed against key performance indicators on an ongoing basis by stakeholder meetings including review by the NHSS Procurement Leadership Team at regular monthly meetings. | |  | |
|  | Ideas and initiatives designed to improve services, reduce costs and increase productivity will be generated and implemented by the post holder. | |  | |
|  | The post holder will continuously review his/her work to ensure satisfactory standards are achieved and will brief the Strategic Sourcing Manager regularly on progress against delivery of any objectives contained in the Business Plan. The Strategic Sourcing Manager will review work twice per year on a formal basis for quality, quantity and the achievement of personal objectives via a system of performance appraisal. | |  | |
|  | **Judgements and Decisions** | |  | |
|  | Selection of market areas to review | |  | |
|  | Assessing data and deciding which data to take forward | |  | |
|  | Take decisions on what suppliers should be recommended for inclusion in target audience | |  | |
|  | Developing, assisting and managing evaluation processes | |  | |
|  | Allocation of workload to support staff in specific commodity areas | |  | |
| 8. | COMMUNICATIONS AND WORKING RELATIONSHIPS |  | |
|  | Internal |  | |
|  | Lead and promote cross-organisational working and communication within the Procurement, Commissioning & Facilities. |  | |
|  | Work in Conjunction with the Strategic Sourcing Management Team to deliver the Business Plan for the Procurement, Commissioning & Facilities |  | |
|  | Manage a number of commodity teams motivating and providing leadership. |  | |
|  | Liaise with other NHSS bodies on all aspects of contracting/procurement activities for the category they are responsible for. |  | |
|  | Liaise with Health Facilities staff on technical issues and provide advice/information in connection with Hazards and Alert to IRIC. |  | |
|  | The post holder deputises for the Strategic Sourcing Manager in his/her absence. |  | |
|  | **External** |  | |
|  | Continuously correspond and meet, formally and informally with Health Board Senior Managers including Supplies, Clinical Directors, Finance, Pharmacy, Estates, and Hotel Services to understand customer needs, promote good customer relations, advise and influence on procurement policy/practices and commodity market situations and trends and receive feedback on contract performance. |  | |
|  | Correspond and meet with the Scottish Government, the wider NHSScotland, NHS in England, Wales and Northern Ireland, other public sector organisations and trade organisationsto give procurement advice and participate in collaborative ventures. |  | |
|  | Regularly correspond and meet with suppliers at a senior or technical level and lead pre and post tender negotiations in areas identified as of critical importance. |  | |
|  | Host and speak at seminars and other events on the procurement activities of the procurement, commissioning & facilities both within and outwith the Health Service and with key suppliers. |  | |
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| **9.** | **MOST CHALLENGING PARTS OF YOUR JOB** |  | |
|  | Managing a complex portfolio of high profile contracts minimising the operational on-costs whilst delivering the quality of service required.  Ensure effective collaboration and relationships with very senior NHSS staff to ensure buy in to strategic plans. |  | |
|  | Develop an ongoing strategic direction that satisfies fluctuating and diverse customer needs. |  | |
|  | Understand a wide range of products and services contracted for by their category areas. |  | |
|  | Motivating and providing leadership to staff in an environment of constant change and ensure customers benefit from efficient and cost effective contracts. |  | |
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| **10.** | **SYSTEMS:** |  | |
|  | NSS Intranet, NP Database, websites of suppliers, potential suppliers & customers – all as information sources |  | |
|  | Microsoft Office – Excel (spreadsheets), Word (Documents), Outlook (Email), PowerPoint (Presentations) |  | |
|  | An understanding of CCM, PECOS, e-sourcing tools. Keeping up to date as these change or other systems are brought in. |  | |
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| **11.** | **PHYSICAL, MENTAL AND EMOTIONAL EFFORT:** |  | |
|  | Physical Prolonged use of PC – can be sitting for a full day (less statutory breaks), depending on volume of business  If required, visit sites to understand market and assess end users and suppliers – driving a motor vehicle, carrying luggage, variable journey times, potential for long days  Running briefing sessions for internal staff  Prolonged use of phone and mobile phone |  | |
|  | Mental Concentration – discussions with internal commodity staff, end user and supplier meetings, monitoring market data, briefing Commodity Managers, Category Managers and Strategic Sourcing Director, dealing with issues and problems  Data Analysis – evaluation and presentation of information  Mental Agility – correlation of data and speedy delivery of end products to internal staff and stakeholders,  Meeting deadlines |  | |
|  | Emotional Competing demands - timescales & deadlines, demands for immediate data, problem solving quickly & effectively, the unexpected & interruptions  Customer Facing Demands – meeting requirements  Dealing with problems (internal & external sources)  Time with other support staff |  | |
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| **12.** | **WORKING CONDITIONS:** |  | |
|  | No demands arising from inevitability adverse environmental conditions and hazards. |  | |
|  | Working in an open plan environment with the attendant issues that arise regarding concentration. |  | |
|  | Equipment used on a routine basis includes PC, printer, scanner and photocopier. |  | |

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| 13. | QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST BY THE EMPLOYING Authority | |
|  | The post holder must be educated to degree level and a professionally qualified member of the Chartered Institute of Purchasing and Supply, and should show considerable initiative and excellent leadership, personal, written and verbal communication skills as well as tact, diplomacy and negotiating expertise in dealing with a wide range of knowledgeable customers, suppliers, trade organisations and user groups.  The post holder should have at least 8 years’ experience within the procurement profession of which 3 should be at a senior level either in the public or private sector and have experience in an environment where a high level of interface with a diverse range of stakeholders and customers is required. First class influencing and negotiation skills coupled with excellent interpersonal skills are key to success. Application and understanding of contract law and European Procurement Legislation are also a key requirement of the role |  |

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| 14. | JOB DESCRIPTION AGREEMENT |  |
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|  | Job Holder’s Signature: | Date: |
|  | Senior Officer/Head of Department: |  |
|  | Signature: | Date: |
|  | Title: |  |
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