#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: **Senior** **Purchasing & Supply Officer**  Responsible to: Business Manager – Purchasing, Supply and Installation  Department: Business & Resource  Directorate: Digital and Information  Operating Division: Corporate Services  No of Job Holders: 1  Band: TBC |
| 2. JOB PURPOSE |
| The Purchasing & Supply Officer (P&SO) assists the Business Manager (BM) in the timely and efficient supply of software / licences across NHS Fife. Processing all procurement requests in line with NHS Fife’s Financial Instructions / Financial Operating Procedures. Keeping up to date with best practice, legislation and public/health sector procurement developments. Ensuring value for money with all purchases.  The P&SO recommends best value procurement solutions to all departments across NHS Fife and obtains quotes from a range of suppliers when necessary. The P&SO will use PECOS, Supplier Catalogues and Supplier Portals, allowing the P&SO to research / investigate compatibility and best value for money while developing a working knowledge of common packages to be able to advise and build relationships with customers.  Customer service is the largest part of this job, ensuring all customers obtain appropriate software / licences and optimal quantity for the users / service’s needs. The P&SO investigates and solves supply related problems e.g. late renewals and invoice discrepancies.  The P&SO assists in accurate record keeping of IT Contracts and Licences / Software, using Digital and Information Registers.  As a member of the Business and Resource Team, the P&SO will adhere to NHS Fife’s Financial Operating Procedures to ensure all orders are promptly dealt with, and in the case of incorrect orders; follow-up action is taken to complete the order without undue delay. The P&SO is responsible for accurately recording the purchase of IT solutions , tracking software / licences, while highlighting any contracts, agreements, etc. that pass their effective date to the BM.  The PS&O undertakes general office duties where necessary. |
| **3. DIMENSIONS** |
| This post provides a comprehensive delivery service to all NHS outlets in the Fife area and as such requires the post holder to organise their daily schedule. Although a supervised post, the post holder must be able to prioritise tasks and constantly use their own initiative.  Assist in the procurement of appropriate IT solutions for multiple projects within NHS Fife, typically 6/7 major projects and potentially 30/40 projects at any one time.  Procuring of all new and renewal contracts for Digital and Information to ensure service improvement and service continuity.  Processing around 325 orders per year for Digital and Information. This will cover software / licences, contracts, renewals and general departmental running expenditure.  Processing over 50 orders per month for services throughout NHS Fife, this includes software / licences and RICOH (Multi Functioning Devices). |
| 4. ORGANISATIONAL POSITON Associate Director of Digital and Information  Contracts and Supplier Manager  Business Manager  **Senior Purchasing & Supply Officer**  Head of Business and Resource |

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| 5. ROLE OF DEPARTMENT |
| The aim of Digital and Information is to deliver and maintain a comprehensive integrated digital information technology and health information strategy. To ensure that the right information is provided in the right place at the right time, to support highest possible levels of diagnosis, treatment and care of patients and clients, to support continuous improvement of the health of the populations we serve and to achieve more effective integration between Health and the care services of our Local Authority partners.  This includes: patients’ case notes and other information for clinicians working in the community and primary care, in outpatient clinics, on the point of admission for inpatients/day cases and for review after discharge; developing and supporting electronic information systems for clinical and management use; and collection and analysis of data required by the Scottish Executive Health & Social Care Department, for local monitoring of activity or performance, and for surveillance and protection of the health of our populations  The Digital and Information Department has approximately 240 WTE, a revenue budget of approximately £12m, and an annual capital budget of approximately £1m.  Digital and Information comprises the following departments:   * **Operations** – responsible for the overall IT service delivery to NHS Fife, H&SCP, Contractor Services and partner organisations including the delivery of the underpinning technical infrastructure and applications to support the health and corporate directorates across NHS Fife and partner organisations to agreed KPI’s and SLA’s. * **Strategy and Programmes** - responsible for the development of the medium to long term Digital and Information / IM&T Strategy and the delivery of a large number of highly complex programmes and projects including significant service reconfiguration * **Information Management** – responsible for the collection and analysis of information, information governance and delivery of knowledge management services. This service comprises Knowledge Services, Information Governance and Business Intelligence Acute, Partnerships and Public Health. * **Health Records** - delivery of Health Records services across NHS Fife. * **Business and Resource Management** – responsible for financial management, procurement & contract management, audit & FOI co-ordination and aspects of HR, health & safety, General Governance and facilities management activities. |

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| 6. KEY RESULT AREAS |
| Maintaining and updating a service catalogue of all existing services provided by the Department and ensuring that this is regularly reviewed and updated to include new and changed services and to remove obsolete services.  Maintain and provide regular reports on KPI’s and Service Level agreements, highlighting any issues to the BM.  Attend regular review meetings with both the customer and Digital and Information Management while supporting the BM to deliver the service performance, the target achievement/underachievement and implementing any agreed changes to the service levels.  Maintains and updates Digital and Information’s Contract Register and Business Assurance Calendar while ensuring transparency and compliance ensuring the correct procurement route and thresholds are adhered to.  Ensure contractual coverage and that contracts are implemented in a timely manner with appropriate collaboration with technical experts and other supportive services.  Presenting a positive impression of the team and the service in the way in which they present themselves and interact with others during their day-to-day work. To participate in reviews of National Contracts and support the BM. Applying policies and procedures correctly to own work and adhering to all relevant legislation.  Plan workload to ensure all order requests are processed e.g., uses own initiative to assess and prioritise multiple requests while meeting deadlines and recognising urgency and order / contract lead times.  Liaise with suppliers to encourage them to meet organisational purchasing needs and persuades colleagues to use National Contract arrangements where possible.  Advising NHS Fife staff on possible savings through NHS Scotland Procurement frameworks. Assesses customer requirements, determines the appropriate supplier, analyses quotes and options to improve value for money and use of resource.  Liaising with the Account Provisioning Team to record the utilisation of licenses / software throughout the year to facilitate review by the BM to ensure best value for money, for example Office 365 licences.  Filing all relevant documentation.  Reallocation of software / licences where no longer in use, reducing additional costs wherever possible.  Ensuring the office is secure at all times.  Participates in audits of own and departmental work activities.  Responsible for initial training and supporting Digital and Information staff with PECOS.  Running regular reports, checking usage / allocation, and highlighting discrepancies and errors to the BM.  Assist the Digital and Information Team with PCS / OJEU Tenders up to a value of £50k where IT solutions are required.  Publish and request IT solution quick quotes via PCS when required. Follow up with end user re fulfilment of order to allow timely receipting, highlighting outstanding installation orders to the Endpoint Team where applicable.Ensure software / licences are assigned to user appropriately e.g., C number / email address for assignment as necessary. Investigating if any discrepancies are found at receipting / receiving and escalating to the BM where applicable.  Organise and attend meetings with internal and external staff, including complaint handling.  As a matter of routine checking, the office is kept tidy and all walkways etc. are clear of any obstructions / trip hazards in accordance with Health and Safety regulations.  It is the responsibility of the post holder to ensure work is produced to the high standard required and that deadlines are met.  A great deal of customer contact is involved in this post so the post holder must have the ability to communicate with people at varying levels.  Other duties within the scope of the post banding as directed in support of the business. |
| 7a. EQUIPMENT AND MACHINERY |
| * Personal computer / Laptop and printer * Photocopier / scanner * Telephone * All general office equipment i.e. shredder etc * Maintenance of equipment used by organisation |

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| **7b. SYSTEMS** |
| * Service Now – Digital and Information Service Desk * PECOS * Microsoft Office software (including Word, Excel, Outlook and PowerPoint, MS Teams) * Blink * Shared Drive filing / retention * Public Contracts Scotland (PCS) / PCS (Tender), * Knowledge Hub * TURAS * iMatters (and associated software) * Prince 2 Methodology awareness * ITIL Service Management awareness |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| The Senior Procurement Officer will have a high degree of autonomy, be afforded authority to make decisions within his/her remit, be able to work with minimum supervision although, advice and guidance are available on a daily basis if required.  The post holder is expected to constantly monitor procedures/working practices, putting forward ideas for improving the service in consultation with colleagues and senior management.  Yearly appraisal to be completed using TURAS with review by the BM.  Understanding of the strict code of ethics concerning Purchasing and Supply and adhering to these guidelines.  Realistic evaluation of how well they are applying knowledge and skills to meet current and emerging work demands, and attending in-house training to further develop these if required i.e. course to learn more about the use of spreadsheets, Microsoft, internet etc.  Identifying own development needs and booking appropriate courses, after approval from the BM, to keep updated with knowledge and skills in own professional area.  Making effective use of any relevant experience for instance within a customer service / purchasing environment, understanding basic professional purchasing principles and developing these skills further. |

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| **9. DECISIONS AND JUDGEMENTS** | |
| The P&SO must use their own initiative to exhaust alternative purchasing options before committing the organisation to an additional spend.  Ensuring orders are raised in a timely manner allowing sufficient installation times. Orders may have to be prioritised to meet organisational demands.  The post holder works within clearly defined procedures using their initiative on routine decisions  but must be aware, depending on the nature of the issue, whether it is more appropriate to involve senior members of staff.  The postholder deals with a range of challenges during their day ranging from installation issues through to dealing with difficult customers. They are expected to resolve these effectively and diplomatically using their understanding of operational requirements and procedures. | |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | |
| Demands from all staff within the Digital and Information Department on a variety of NHS Fife subjects; prioritising with all staff within the department to meet their needs and demands.  Being first point of contact for NHS Fife in relation to procurement of IT solutions.  Ensuring Digital and Information Department staff are aware of and follow the Procurement Journey / Route.  Planning and organising daily activities can be difficult to control due to the busy and demanding environment as priorities can change during the course of the day.  Effective communication skills are required to deal diplomatically with all levels of NHS staff and also the general public.  The challenge of dealing with a wide spectrum of people requires excellent people management skills.  The range of IT solutions procured is diverse and considerable in terms of quantity. | |
| **11. COMMUNICATIONS AND RELATIONSHIPS** | |
| In managing communications with staff and suppliers, a courteous and professional manner must always be maintained.  Regular communication with the BM and in their absence, the Deputy Business and Resource Manager.  Daily communications across the organisation providing a confidential link to the Digital and Information Management Team. Use of a wide range of communication methods e.g. e-mail, telephone, face to face and reports.  Communication is with all levels of staff and management across NHS Fife but primarily with the Digital and Information Department and Finance.  Dealing directly with various commercial companies who provide services and solutions related to Information Technology. Ensuring the solutions provided are correct and monitoring the compliance and effectiveness of commercial providers.  Keep up to date with departmental and organisational communications / changes.  Continually develop the role in line with service requirements. The challenge of dealing with a wide variety of people, sometimes at senior level requires excellent communication. Support and encourage a culture of shared learning by embracing new ideas, deploying lessons learnt and communicating the value and need for change. | |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| Sitting for long periods at a desk in an Office environment, also requires long hours of concentration on a PC.  Must deal with many tasks from all levels of staff within the Digital and Information Department.  Occasionally must deal with confrontational situations, from clinical and non-clinical staff via e-mail, telephone or face to face which can become stressful due to being the first point of contact.  Overcoming the barriers of learning to use new hardware / software.  Speed and accuracy when using PECOS – user is to input high money values into PECOS and processes an average of 50 PO’s on a monthly basis for the whole of NHS Fife, therefore their accuracy must be of the highest standard while working quickly to satisfy the high demand for IT solutions.  Working within a busy office environment with frequent interruptions.  Excellent planning and organisational skills are required to aid execution of busy workload.  Must be a confident communicator with the ability to deal with a broad range of people daily.  Constant ability to work on own initiative whilst contributing to the team.  Concentration is always required whilst working in the office whether obtaining quotes, processing orders, receipting and dealing with customers. | |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| **Knowledge**   * Understanding of routine Standard Operating Procedures * Knowledge / willingness to learn Licence / Software tracking * Knowledge of NHS confidentiality Policies and Procedures   **Skills**   * Sufficient English skills are necessary to allow the post holder to communicate effectively with customers and suppliers particularly in addressing errors or resolving disputes * Sufficient Numeracy skills are required for accurate record keeping * Basic analytical skills are required to review the detail of quotations and to identifying discrepancies during order / monitoring processes   **Training**   * Experience / knowledge of basic Procurement Principles * Experience / knowledge of Excel, sufficient skills to enable confident use and production of basic graphs * ITIL Foundation certification or willingness to obtain * Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23 * Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice. |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each jobholder to whom the job description applies. | |
| Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |

**History:**

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| Version | Date | Comment |
| V1.0 | May 2018 | Banded 3 – NHS Fife Panel |
| V2.0 | Jan 2020 | Banded 3 – JD updated / Housekeeping / accuracy |
| V3.0 | March 2022 |  |