**NHS Greater Glasgow and Clyde**

**Apprenticeship Programme**

**Assistant Purchasing Officer**

**(Modern Apprentice)**

**Glasgow Royal Infirmary**

**Closing Date - 12 Noon on Sunday, 28th April 2024**

**POST REF 182953**



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**Who can apply for this Programme?**

Our Modern Apprentice Assistant Purchasing Officer (Modern Apprenticeship) is only open to applicants who will be aged 16 to 24 years (or 16 to 29 years for Disabled Applicants or applicants who are care experienced\*) on 1st August 2024, in line with NHS Greater Glasgow and Clyde Widening Access to Employment Strategy and workforce projections.

We are committed to recruiting a workforce that reflects our population and we welcome applications from people from Black, Asian or other Minority Ethnic backgrounds, from LGBTQ+ candidates, Care Experienced\* people and Disabled people.

**Entry Criteria** 

Applications are considered on a competitive basis which means not all candidates who meet the entry criteria will be guaranteed an interview. The assessment section of the application form plays a significant part in our decision to select your application for shortlisting. **Please ensure you read the guidance on completing this section carefully** and ensure you provide all of the information we ask you for.

In order to be considered for interview your Application Form MUST clearly demonstrate that you meet the following criteria:

***Essential***

* National 5 in English (Grades A-C) or equivalent SCQF level qualifications/awards
* Two other SCQF Level 4 qualifications in other subjects or the equivalent SCQF level qualifications/awards

***Desirable***

* National 5 in Maths (Grades A-C)

**Candidates who have yet to receive their exam results may apply on the basis of their prelim results and if selected for interview will be asked to evidence that their exam results meet the requirements.**

We operate a Guaranteed Interview scheme for Care Experienced\* and Disabled applicants who meet the minimum selection criteria for this post. Please contact: donna.lennie@ggc.scot.nhs.uk for more details.

*\*The term “care experienced” refers to anyone who has been, or is currently in care. This includes kinship care where you are living/lived with a relative who is not your parent, or looked after with the help of social work, or living/lived in Residential care, Foster care, secure care or Adoption.*

During the MA programme you will be working towards achieving an SVQ Level 3 in Procurement and achieving the Certificate in Procurement and Supply Operations Level 2.

* Applications are considered on a competitive basis which means not all candidates who submit an application will be guaranteed an interview. Shortlisting will include meeting the minimum educational qualifications for application along with evaluation of the Supporting Statement within your application form.
* Please ensure that you read the guidance carefully on completing the application form and your supporting statement BEFORE you submit your application. *See Page 12*
* You should complete and submit your application via the NHS Scotland Jobs Website www.jobs.scot.nhs.uk. *In the event you are unable to complete an electronic application then please refer to Page 11 of this Information Pack for guidance*

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| **THE MODERN APPRENTICESHIP PROGRAMME** |

**What is a Modern Apprenticeship?**

Modern Apprenticeships offer the opportunity of gaining skills and qualifications that will help to start your career. A modern apprentice has the chance to be in paid employment and work towards a recognised vocational qualification at the same time[[1]](#footnote-1).

**How long will it last?**

If successful in your application to NHS Greater Glasgow and Clyde you will be employed on a Fixed Term 2 year contract.

**What happens at the end of the Modern Apprenticeship?**

On successful completion of your Modern Apprenticeship we hope to support your transition into permanent employment at Band 3 within the organisation. During your apprenticeship you are expected to attend regular reviews to discuss your progress and development needs, and are expected to stick to the agreed training plan. This includes attending training and taking responsibility, with support, to collect the evidence required that proves your competence in the job role.

**Will I be working to a Job Description?**

Yes. You will work to the Assistant Purchasing OfficerJob Description with the expectation that you will be supported and trained to carry out all of the duties and responsibilities outlined. You would not be expected to perform at Assistant Purchasing Officerlevel on appointment.

You will also receive an outline of the apprenticeship programme which highlights the key areas which you are expected to complete before your apprenticeship will end.

**Further information about the Procurement Department:**

https://www.nhsggc.scot/about-us/procurement/

**Where will I be working?**

This post is based in the Procurement Department, Walton Annexe, Glasgow Royal Infirmary, 91 Wishart St, Glasgow G31 2HT

You can find travel information by clicking the link here or visiting www.nhsggc.org.uk

All staff are entitled to apply for the following benefits on appointment:

* Interest free loan to purchase Zonecard’s - a flexible season ticket for unlimited travel by rail, subway, most buses and even some ferries (details on public transport routes to NHS Greater Glasgow and Clyde’s sites can be found by visiting www.nhsggc.org.uk and select Transport and Parking on the home page or visit www.spt.co.uk/travelinfo
* Cycle to Work Scheme, for staff to purchase a bicycle and any equipment needed and then repay those costs through their salary.

**What does the Procurement Team do?**

The Department provides a professional Procurement service to all NHSGGC Divisions, including contracting, purchasing, storage, stock management and distribution, legal requirements, project management services and procurement management data. Also provides professional advice to NHSGGC and Directorate Management on procurement matters, including financial control information to budget holders

The Procurement Department plays a pivotal role in securing both goods and services for the organisation at the best prices. The Department has focussed over the last few years on re-use of furniture via Warpit, an on line furniture and resource sharing website and in supporting local businesses.

The Department is constantly engaged in system improvements and electronic link up with its supplier base. The team work closely together over the many different strands of Procurement, to ensure an exemplary service for the end user.

For anyone who has an interest in Procurement this is a very rewarding job. You get to be part of a team of staff who strive to deliver value for money for the NHS and see the potential savings that can be made. You will learn from building relationships internally and externally to the organisation and gain the satisfaction of understanding how this service underpins the Organisations objectives and wider services, whilst achieving efficiencies for the board though effective tendering and negotiation.

This is an excellent department for development of relevant skills and progression opportunities. Once the Modern Apprenticeship has been completed there is a career path within Procurement which can take you to Band 7 Level and you can attain full CIPS Membership which is equivalent to a degree.

**What hours will I work?**

You will work a standard 37 hour working week from Monday to Friday between 09:00 am to 5:00 pm.

**What will I be doing?**

A full outline of the duties is provided in the full job description (attached). However, duties will include:

* Responsible for the timely and accurate purchase of all relevant goods and services via Procurement Purchasing system and Purchasing Card in Accordance with the NHSGGC Standard Financial Instructions(SFI’s)
* Monitor and review progress of all outstanding orders with suppliers and to inform user departments of any potential delay.
* To take action where unreasonable delays arise if supply chain problems persist and to report all unresolved difficulties to the Line Manager for further action within agreed timescales.
* Liaise with suppliers regarding shortages or wrong products delivered and resolve within time limits set.
* To investigate and resolve any finance queries through communication with departments, store staff, finance staff and suppliers to enable a satisfactory conclusion, allowing payment of invoices and continuity of supply.
* Offer professional supplies and customer/vendor support to all Wards and departments including update and accurate product information and pricing where appropriate.
* Updating and keeping accurate information and records for audit purposes
* Requesting quotes/tenders and contracts renewals from 3rd party suppliers, ensuring best value for money and complying with our Standard Financial Instructions (SFI’s)
* Ensure that accurate and prompt payments are received by 3rd party suppliers and liaise with Payments Department staff to facilitate this
* Reporting on spend and providing any financial information to Senior Management
* Ensuring quotes, purchase orders’ and queries are dealt with in efficient manner in order to achieve and stay within parameter of our internal Key Performance Indicators’ (KPI’s)
* Effective document management (e.g filing physical documents and saving electronically and ensuring all documentation is complete to internal standards)

**What type of person is the Procurement Department hoping to recruit?**

As well as meeting the academic criteria your application should demonstrate that you are organised, and that you can pay attention to detail and you are good at problem solving.   Attention to detail and accuracy is of a high importance in this role as we operate in a constantly changing environment, managing frequent interruptions, whilst balanced with the need for occasional prolonged concentration ensuring accuracy and currency of all data input, records and databases.

Communication is also a very important aspect of this job as nearly all elements of this job require communication with someone, whether that be your team members, Commercial Team and Capital and Equipping Team Colleagues, other employees within NHS GGC, Procurement Partners (such as National Services Scotland (NSS), Procurement Scotland) and external 3rd parties. Good telephone etiquette and polite email manner are essential, whilst retaining an element of tenacity to progress outstanding queries or requests.

We also need someone who has a methodical and organised approach and who can use technology skills to plan and deliver workload effectively. Another important aspect of this job is supporting the organisation to achieve value for money so having an appreciation of the financial implications of what we do and how we do it would be helpful, although not essential.

We are also looking for someone who is keen to learn new things and has an enthusiastic and positive approach to work. Being able to take instruction and follow procedures is important, as is having a flexible and adaptable manner in order to cope with changing demands on your time.

You will find further guidance on how to complete this section of the application form and suggested examples of cross transferable skills from education/extra curricular activities in the in the Candidate  Information pack.

**How long with this apprenticeship last?**

This apprenticeship post will last for 2 years. By the end of the apprenticeship you will be expected to:

* Complete NHS GGC organisational induction and Mandatory Healthcare Support Worker Induction Standards & Code of Conduct
* Complete role specific induction and in-house training
* Evidence the knowledge and skills required for the job role via the Knowledge & Skills Framework Review & Personal Development Planning Process
* Complete the Core Skills, SVQ Level 3 qualification and any enhancements outlined in the Procurement Modern Apprenticeship Framework (click here).
* Attend any training sessions and meetings arranged through the wider NHS GGC Modern Apprenticeship. This will include attendance at classroom sessions with our Training Provider
* Adhere to NHS GGC Policies & Procedures

A modern apprenticeship isn’t just about working; you need to be committed to learning too. During this period you would be expected to work as a member of our staff but also work towards an SVQ Level 3 qualification in Procurement and your Level 2 Certificate in Procurement and Supply Operations from the Chartered Institute of Procurement and Supply. As well as working you will be required to agree to a training / development plan and attend meetings with trainers, assessors and verifiers as required. It should be noted that additional classroom sessions with our Training Provider will be arranged during the apprenticeship and attendance at these sessions is mandatory.

Engagement with the workplace SVQ process, attendance at arranged training sessions and satisfactory progression is a mandatory requirement of the apprenticeship programme.

You will be an employee of NHS Greater Glasgow and Clyde and therefore also expected to observe the same Terms and Conditions of employment that all our staff do, and be subject to the same policies and procedures.

**What are the benefits of this kind of job?**

* Learning and understanding of Public Sector Procurement
* Opportunity for further education and training around more specific topics within the public sector and to improve own education by use of Internal/External Training courses
* Developing effective negotiation skills and the ability to identify cost reductions and any savings
* Understanding frameworks and how they work and can be used within the public sector for purchasing of goods and services
* Opportunity to develop own personal skills such as effective time management, planning, communication, use of IT systems etc

**Will I be paid?**

Yes. NHS Greater Glasgow and Clyde is a Living Wage Employer. This Modern Apprenticeship will pay you a minimum £19, 240 per annum or the National Living Wage, whichever is highest.

**What is a Modern Apprenticeship Framework and where does an SVQ fit in?**

A Modern Apprenticeship Framework is a document that describes the minimum standards of competence defined by employers for a given role. Frameworks identify relevant SVQs (or alternative competency-based qualifications), core skills e.g. communication, numeracy and any industry specific training that might be required.

More than 70 different Modern Apprenticeship Frameworks have been developed in Scotland[[2]](#footnote-2).

A Scottish Vocational Qualification (SVQ) is a qualification that shows that you are able to perform a job to nationally recognised standards. SVQs are made up of Units, each one of which describes an aspect of the job. You are expected to work your way through all of the relevant Units attached identified for your job role. There are no exams involved in an SVQ, staff are assessed at their workplace using observation, professional discussion and work related evidence. You will be assessed on the skills you use every day in your job.

**Which qualifications will I hold when I complete the Modern Apprenticeship?**

This post reflects the following Modern Apprenticeship Framework:

* Procurement Level 3

This means you will be working towards an SVQ 3 in Procurement

Visit http://www.sqa.org.uk/sqa/70115.html or click the link to find out more

**What happens at the end of the Modern Apprenticeship?**

On successful completion of your Modern Apprenticeship we hope to support your transition into permanent employment within the organisation.

**Selection Timetable**

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| **Recruitment Stage**  | **Date**  |
| Post goes live | Friday, 12 April 2024 |
| Candidate Information Session(Service area give brief insight into the post & WEO give info re Recruitment Process) | Monday, 22nd April 2024 @2pm |
| Closing date for application submission  | 12 Noon Sunday, 28th April 2024 |
| Applications assessed and candidates selected for Interview notified | Friday, 3rd May 2024 |
| Interview Preparation Session for short-listed candidates | Monday, 13th May 2024 @12 noon |
| Interviews  | Monday, 20th May 2024 |
| Anticipated start date for Successful candidates to commence employment subject to the satisfactory completion of pre-employment checks | 05 August 2024 (negotiable)  |

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| **THE MODERN APPRENTICESHIP SELECTION PROCESS** |

**I’ve never worked in procurement before so how do you know I have the skills you are looking for?**

As well as theeducational qualifications, skills, knowledge/experience you must have to be able to do the job we will also ask you to provide supporting information in your application form that will help us assess your suitability.

The Supporting Statement of the application form plays a significant part in our decision to select your application for shortlisting. **Please ensure you read the guidance on completing the Supporting Statement carefully** and ensure you address all the questions posed. *See Page 12*

**How do you decide who to interview?**

We base our decision on who to interview by assessing the information you have provided and your responses to the questions you have been asked to address in your supporting statement.

**How should I complete my application form?**

To give you the best possible chance of selection please ensure please ensure you read and **follow the detailed guidance and that before submitting ensure you have provided responses to the questions you have been asked to address on page 12 in your supporting statement.**

Draft your supporting statement before you type it into the text box in the application form and check your spelling and grammar. And keep a copy of this draft as if you are selected for interview you may wish to refer back to your submission.

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| **THE MODERN APPRENTICESHIP SELECTION PROCESS** |

Please do not send any other inclusions e.g. copies of qualification certificates, other award letters or CVs etc. If you are selected for interview we will let you know what evidence we need you to provide regarding your educational qualifications.

**Can I get help to complete the application form?**

If you feel that you need some help to decide what would be useful to include in your application you should make contact with your local Skills Development Scotland office. One of the advisers there will be able to support you through the application process. You can find out more at https://www.skillsdevelopmentscotland.co.uk/

You can also find information on the My World of Work website https://www.myworldofwork.co.uk/getting-job/application-forms

**Who should I ask to be a referee?**

We know it might be hard for applicants to provide us with two referees if they have not worked before so that is why we will accept educational references from teachers at your school/college. However, if you do have a current part-time job or have volunteered or worked before please also give us details of someone who can provide a reference for this.

It is important that you give us full contact details including an email address for this person AND that you ask the person for permission to use them as a referee before you submit the application form.

We will only contact your referees if we decide to make a conditional offer of employment. All our offers of employment are conditional and subject to you satisfactorily completing pre-employment checks which include reference and an occupational health assessment.

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| **THE MODERN APPRENTICESHIP SELECTION PROCESS** |

**Who will assess my application?**

Your application will firstly be assessed by recruitment professionals who will ensure that you meet the minimum selection criteria of National 5 in English (Grades A-C anticipated or achieved) or equivalent SCQF level qualifications/awards and two other SCQF Level 4 qualifications in other subjects or the equivalent SCQF level qualifications/awards and meet the age restrictions for the post.

Applications that meet the minimum criteria are then passed to a shortlisting panel.

This panel will include at least two managers from the department hiring staff. They will be judging how well your application matches the selection criteria for the post. They will review the information you provide in relation to the educational qualifications, knowledge, skills and experience required for the post. The shortlisting panel will be looking for well presented, clear, concise information and any additional information that is interesting and highlights any additional skills and qualities you have over and above your educational qualifications.

**When will interviews be held?**

We anticipate that interviews will be scheduled [Please see schedule above]. If you have been selected for interview you will be notified by of the date, time and venue for interviews.

**Disability**

The Equality Act defines Disability as follows “any physical or mental impairment which has a substantial adverse effect on a person’s ability to carry out normal day to day activities”. NHS Scotland is “Positive about Disabled People” as part of our continued commitment to extend job opportunities for people who are disabled. All candidates who are aged between 16 and 29 and indicate they have a disability **and meet the minimum criteria for selection** will be guaranteed an interview.

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| **THE MODERN APPRENTICESHIP APPLICATION FORM** |

**What should I put in my application?**

You should take time reading the guidance on completing the application form and ensure you do not leave it to the last minute. One standard application form means that everyone who applies is considered on the same basis.

It’s a good idea to gather all the necessary information e.g. your educational qualifications before you start to complete the application form.

Plan what information to include in each section of the application form and take note of the space provided which will give you an indication of how much information is required.

**Completing the Statement in Support of Application.**

To stand the best chance of getting an interview you need to ensure that you carefully address each of the following areas in your complete your Statement in Support of Application. You should also refer to “What type of person are you hoping to recruit?” on page five

* Why are you interested in an Apprenticeship with NHS Greater Glasgow and Clyde? Please describe briefly why you think you would be good applicant for Procurement Team. *Tell us about your interest in working in a procurement role in the NHS and why you think this is the career path for you.*
* In the summary information we have told you what skills and personal qualities we are looking for.  Tell us which of these skills you have and how you have developed them *e.g. through work, volunteering, school/college practical subject based tasks (any school work or projects that can demonstrate good attention to detail, communication skills, organisation skills, IT skills etc ), any clubs or after school/college groups/other interests that demonstrate the skills and personal qualities we are seeking.*
* Please tell us a bit more about you. *How do your family, friends, teachers/employers describe you? Tell us about your achievements (e.g. Duke of Edinburgh or other awards, hobbies and interests), any talents or aspirations or anything else you think might be relevant to your application.*

The Equal Opportunities Monitoring form is required for monitoring purposes only and will not be made available to the interview panel during any part of the recruitment process.

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| **THE MODERN APPRENTICESHIP APPLICATION FORM** |

**Final Check**

* Make sure you have included details of all your qualifications achieved and estimated (including dates awarded)
* Make sure you include contact details for your Educational Reference(s) and Work/Character Reference, including email address for them. Don’t forget to ask their permission to use their details on your application form
* Make sure you check that your responses are checked for spelling and grammar and provide detail. It might be useful to get someone else to look over your application form for a second opinion in case you have made any mistakes.
* It is always useful to make a few drafts before you submit one you are happy with and keep a copy of the Keep a copy of your final draft. Remember if you are selected for interview it will be important to review the application you submitted as part of your interview preparation.
* **And finally before you submit it check it one last time**

**How to submit your Application Form:**

**Applications must be completed electronically and submitted via the NHS Scotland Jobs website.** You will receive an automatic confirmation of submission from the NHS Scotland Website. When your application is forward to NHS Greater Glasgow and Clyde you will receive an email confirming receipt. If you have any problems submitting your application form please call NHS Greater Glasgow and Clyde Recruitment Service on 0845 3000 831

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| **THE MODERN APPRENTICESHIP TERMS AND CONDITIONS** |

**Starting Salary**

£19,240 or the National Living Wage, whichever is highest

**Fixed Term Contract Duration**

The duration of the post is fixed term for 2 years

**Hours of Duty**

37 hours per week

**Annual Leave**

The annual leave entitlement in a full year commencing 1st April to 31st March is:

* 27 days (202.5 hours), rising to 29 days (217.5 hours) after 5 years’ service and 33 (247.5 hours) days after 10 years’ service. There are 8 (60 hours) Statutory and Public Holidays in each leave year (pro rata, where applicable).

**Superannuation Pension Scheme**

If appointed you will be automatically enrolled in the NHS Superannuation Scheme however on appointment you can chose to opt out of the scheme. Employee’s contributions to the NHS Scheme are tiered based on your earnings and the employer’s contribution equates to 13.5 % of salary. Employees in the NHS Scheme are “Contracted-out” of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. You can find out more at www.sppa.gov.uk

**Right to Work in the UK**

We are required to check the entitlement to work in the UK of all prospective employees, regardless of nationality or job category. Candidates appointed to a post will be required provide appropriate documentation verifying right to work in the UK prior to any commencing employment

**Healthcare Support Workers**

You will be expected to comply with the new NHS Scotland Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers NHS Greater Glasgow and Clyde has in place an Induction Programme which new employees will be expected to complete in the first few months of starting the new post. As part of the Induction Process, you will be required to achieve Mandatory Induction Standards and Code of Conduct for Health Care Support Workers and these standards will be met through on the job induction programmes within NHS Greater Glasgow and Clyde that are core in supporting new staff.

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| **THE MODERN APPRENTICESHIP TERMS AND CONDITIONS** |

**Smoking Free Policy**

NHS Greater Glasgow and Clyde operates a NO SMOKING Policy on all premises and grounds for staff and visitors.

**Pre-employment Checks**

All offers of employment will be subject to the receipt of satisfactory References, Occupational Health Screening, Criminal Records Check (Disclosure Scotland) where applicable, Eligibility to Work in the United Kingdom and Verification of Qualifications.

**Car parking and travel to NHSGGC Sites**

Like other NHS Boards across the country, demand for car parking on our hospital sites far outweighs availability. As a result, access to on-site parking is extremely limited and you will therefore need to find alternative ways of travelling to work if you are selected for the post.

All staff are entitled to apply for the following benefits on appointment:

* Interest free loan to purchase Zonecards - a flexible season ticket for unlimited travel by rail, subway, most buses and even some ferries (details on public transport routes to NHS Greater Glasgow and Clyde’s sites can be found by visiting www.nhsggc.org.uk and select Transport and Parking on the home page or visit www.spt.co.uk/travelinfo
* Cycle to Work Scheme, for staff to purchase a bicycle and any equipment needed and then repay those costs through their salary.

**Learning and education**

NHSGGC has an on-going commitment to learning and development through competency based training and individual personal development plans informed by the Knowledge and Skills Framework (summary guidance can be accessed via www.nhsggc.org.uk go to Career and Jobs, click Agenda for Change and select Knowledge and Skills Framework).

**For more information about the benefits and discounts available to NHS Greater Glasgow and Clyde staff, visit www.nhsstaffbenefits.co.uk and** **www.nhsdiscounts.com**

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| **MODERN APPRENTICESHIP –Assistant Purchasing Officer, Glasgow Royal Infirmary -*Full Job Description below*** |

**Where will the apprentice be working?**

Procurement Department, Walton Annexe, Glasgow Royal Infirmary, 91 Wishart St, Glasgow G31 2HT

**What are the working hours and shift pattern?**

You will work a standard 37 hour working week from Monday to Friday between 09:00 am to 5:00 pm.

**What does the Procurement Team do?**

The Department provides a professional Procurement service to all NHSGGC Divisions, including contracting, purchasing, storage, stock management and distribution, legal requirements, project management services and procurement management data. Also provides professional advice to NHSGGC and Directorate Management on procurement matters, including financial control information to budget holders

The Procurement Department plays a pivotal role in securing both goods and services for the organisation at the best prices. The Department has focussed over the last few years on re-use of furniture via Warpit, an on line furniture and resource sharing website and in supporting local businesses.

The Department is constantly engaged in system improvements and electronic link up with its supplier base. The team work closely together over the many different strands of Procurement, to ensure an exemplary service for the end user.

For anyone who has an interest in Procurement this is a very rewarding job. You get to be part of a team of staff who strive to deliver value for money for the NHS and see the potential savings that can be made. You will learn from building relationships internally and externally to the organisation and gain the satisfaction of understanding how this service underpins the Organisations objectives and wider services, whilst achieving efficiencies for the board though effective tendering and negotiation.

**What are the common duties of this role?**

A full outline of the duties is provided in the full job description (attached). However duties will include:

* + - Raising Purchased Orders via our ordering system PECOS
		- Goods receiving orders once they arrive in stock or services have been delivered using PECOS and raise Installation documentation for eHealth teams to roll out equipment/software.
		- Updating and keeping accurate information and records for audit purposes
		- Requesting quotes/tenders and contracts renewals from 3rd party suppliers, ensuring best value for money and complying with our Standard Financial Instructions (SFI’s)
		- Responding to all customer procurement or contract requests and queries relating to eHealth products and services efficiently and in a timely manner
		- Dealing with suppliers efficiently to ensure timely delivery of goods/services and ensuring measures are taken to reduce any delays
		- Ensure that accurate and prompt payments are received by 3rd party suppliers and liaise with Payments Department staff to facilitate this
		- Reporting on eHealth spend and providing any financial information to Senior Management
		- Ensuring quotes, purchase orders’ and queries are dealt with in efficient manner in order to achieve and stay within parameter of our internal KPI’s
		- Effective document management (eg filing physical documents and saving electronically and ensuring all documentation is complete to internal standards)

**What are the most important skills required for this role?**

You will be organised and be able to produce work that reflects accuracy and attention to detail.  Good interpersonal and communication skills are essential as is the need to be able to work as part of a team, follow procedure, organise workload and meet deadlines.

**What are the most important personal qualities required for the role?**

We are looking for a dedicated, enthusiastic and positive individual who can demonstrate flexibility.

**What is the most challenging part of this role?**

* Dealing with large volume of purchase requests accurately within strict time constraints whilst balancing workload with urgent/emergency requests demanded for immediate patient care.
* Prioritising workload against competitive administrative task demands
* To expedite orders efficiently and cost effectively whilst monitoring and reporting on the status keeping all interested parties informed of progress
* Ensuring contract renewals are processed with due diligence whilst engaging with all interested parties to conclude within timescale required so that there is no impact to service delivery which may affect patient care.
* Working in a constantly changing environment with unpredictable and variable work patterns, managing frequent interruptions, whilst need for occasional prolonged periods of concentration ensuring accuracy and currency of all records and databases
* Communicating clearly and effectively with wider NHS colleagues with limited knowledge of the procurement processes

**Longer term, how could this apprenticeship support career progress/ a career in the NHS?**

New employees will undertake an induction/training programme and will participate in the NHS Knowledge and Skills Framework (KSF) Personal Development Planning and Review.

The NHS KSF defines and describes the knowledge and skills which staff need to apply in their work in order to deliver quality services. It provides a single, consistent, comprehensive and explicit framework on which to base review and development for all staff. The NHS KSF and its associated development review process lie at the heart of the career and pay progression strand of Agenda for Change.

Job Description

*You will work to the standard* ***Assistant Purchasing Officer*** *Job Description with the expectation that you will be supported and trained to carry out all the duties and responsibilities outlined. You would not be expected to perform at* ***Assistant Purchasing Officer*** *level on appointment.*

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| JOB IDENTIFICATION |
|  Job Title: Assistant Purchasing OfficerResponsible to (insert job title): Purchasing Officer / Senior Purchasing OfficerDepartment(s): Procurement Directorate: Facilities  |
| 2. JOB PURPOSE |
| This post is part of the NHSGGC Modern Apprenticeship Programme and the post holder will undertake a training and development programme whilst carrying out the duties and responsibilities set out below. The post holder will ensure the effective and timely processing and procurement of all requests for all relevant supplies and services for NHS Greater Glasgow and Clyde.The post holder must ensure that these functions are carried out within the guidelines laid down in NHSGG&C Standing Financial and Procurement Procedures. |
| 3. ROLE OF DEPARTMENT |
| The Department provides a professional Procurement service to all NHSGGC Divisions, including contracting, purchasing, storage, stock management and distribution, legal requirements, project management services and procurement management data. Also provides professional advice to NHSGGC and Directorate Management on procurement matters, including financial control information to budget holders.This Team is responsible for the effective processing, purchasing and expediting of all relevant purchase requests for NHSGG excluding Medicines. |

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| 4. ORGANISATIONAL POSITION |
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| 5. SCOPE AND RANGE |
| The post holder is one of a team of Assistant Purchasing Officers located in the Procurement Dept responsible for processing both Medical and Non-Medical products(Annual Value £40m) and sole provider for purchasing supply and services for WestMarc (West of Scotland mobility & rehabilitation centre) encompassing West of Scotland from Oban to Dumfries (Annual Value £7m)The team provides services to all NHS Greater Glasgow and Clyde wards and Departments.They are responsible for ensuring best practice and full use of UK/Scottish/Local Contracts, ensuring our customers requirements are met efficiently and cost Effectively. |

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| 6. MAIN DUTIES AND RESPONSIBILITIES**During the Training Period you will be trained, developed and supported to become competent to carry out the duties outlined below.**1. Responsible for the timely and accurate purchase of all relevant goods and services via Procurement Purchasing system and Purchasing Card in Accordance with the NHSGGC Standing Financial Instructions (SIF’s).
2. Monitor and review progress of all outstanding orders with suppliers and to inform user departments of any potential delay.
3. To take action where unreasonable delays arise if supply chain problems persist.
4. To report all unresolved difficulties to the Line Manager for further action within agreed timescales.
5. Liaise with suppliers regarding shortages or wrong products delivered and resolve within time limits set.
6. To investigate and resolve any finance queries through communication with departments, store staff, finance staff and suppliers to enable a satisfactory conclusion being achieved, allowing payment of invoices and continuity of supply.
7. Offer professional supplies and customer/vendor support to all Wards and departments including update and accurate product information and pricing where appropriate.
8. Communicate “Best Practice” methods of ordering to user departments through effective communications both verbal and written.
9. To source suppliers for goods on an ongoing basis to ensure cost effective spending of NHSGG’s funds
10. Ensuring the correct authorised signature is present on all requisitions prior to purchasing goods and services, in accordance with standing financial instructions.
11. To liaise with Commodity Team, suppliers and customers regarding alternative products and materials, and identify opportunities for the implementation of new products.
12. To rotate through other Assistant Purchasing Officers posts in the Purchasing Team, expand in knowledge base and gain experience of all purchasing functions.
13. Responsible for maintaining the Purchasing Department order filing system to ensure easy access and retrieval of information.
14. Support dealing with Scottish Healthcare Supplies for reimbursement of non-contract priced goods.
15. Register all incoming requests via requisitions, emails or fax on the database.
16. To provide a comprehensive Travel booking service for NHSGG in Line with NHSGG Travel Policy and with reference to the Standing Financial Instructions.
17. To assist with the identification and registration of new delivery addresses, Supplier and Fax Numbers in conjunction with the system team.
18. Undertake any other reasonable duties relevant to the post as requested by Line Managers.

**You will also have the opportunity to gain knowledge and experience through placement activity in the following departments in order to develop an insight into the wider operational aspects of the procurement service*****Stores and Logistics:***1. The postholder will assist the Local Site Manager in their responsibility for the day to day operation of the service within an operational warehouse / receiving centre (store).
2. The post holder will ensure that the store is operated in a highly efficient and professional manner by ensuring that all goods are receipted, stored, and distributed in line with best practice and to meet end user requirements.
3. Ensure that all computerised and manual records are updated in a timely manner.
4. To provide an effective, Top Up service for theatres, wards and departments by organising and co-ordinating all product Top Up and location details, demand capture goods distribution, receipt and storage, as well as conducting periodic reviews of ward stock levels.
5. Ensure the accurate recording of product demand through the efficient use of the Ward Product Management System
6. Customer service is a large part of the role, ensuring all customers have supplies in the right quantity, quality, place and time, to support nursing and clinical services and to resolve complaints timeously and to liaise with suppliers accordingly.

***Commodity / Commercial:***1. The post holder will support maximum efficiency of resources and achievement of value for money through data analysis, data base management and other procurement skills and techniques.
2. Maintaining the Board wide product catalogue information and analysing spend and usage information will be a key role together with assisting senior staff in tender preparation, analysis and post award implementation and management.
3. To utilise the procurement journey and procurement tools across the commodity area to control spend and deliver best value.
4. By engaging on a day to day basis with stakeholders to understand their needs, operate within a customer focused approach to ensure queries, complaints, sourcing requests and product availability is communicated efficiently and effectively across the category area
5. Undertake any other reasonable duties relevant to the post as requested by Line Managers.
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| 6a. EQUIPMENT AND MACHINERY |
| * Faxes
* PC
* Printers
* Photo-copying equipment
* Telephones/answer machine
* Departmental alarm system.

This list is not exhaustive |

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| 6b. SYSTEMS |
| The Post holder will be required to use the following:* Software – for the Procurement of goods and services within the Division.
* ( Cedar E Financials & Retis Patient Administration System (West marc)
* Microsoft Excel/Access – as a recording, data collection and reporting tool.
* Word – as a report, policy and letter writing tool.
* Internet – for the access to supplier’s websites to enquire on material, availability and
* Pricing, and procuring goods/services via Purchasing Card.
* Intranet – for Division website for information on policies and procedures.
* Business Objects/Cognos – a reporting writing tool for compiling reports from data
* extracted from computer system.
* CDSNet – to review, enquire and print all SHS supplies contracts.
* EDI – electronic transfer of data to allow the procurement of goods and services.
* Email – as a communication tool to quickly transfer information to both internal and
* external sources.
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| 7. DECISIONS AND JUDGEMENTS |
| * The post holder is expected to use his, or her, own initiative and exercise their judgement

within the parameters of the working procedures. * The post holder is expected to seek advice from Line Manager when required.
* Make daily judgements on own workload through prioritising urgency and importance
* of individual tasks, including authorising orders to value as deemed by the Head of
* Procurement .
* Deal with and resolve enquiries from Suppliers wards and departments within own scope and remit.
* Gathering information from various sources used to investigate and resolve financial
* queries (etc).
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| 8. COMMUNICATIONS AND RELATIONSHIPS |
| In order to ensure efficient execution of the service, the post holder is required to develop and maintain effective communication links and working relationships with the following:-*INTERNAL*Colleagues, Supervisors and Management within Supplies service.Colleagues, staff and management within other departments/services, e.g: Portering.Medical and Nursing Staff.Auditors*EXTERNAL*Outside Suppliers Sales and Customer Service departments.When required, to arrange supplier representative to visit and address any issues.AuditorsOther Health Board Organisations |
| 9. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB |
| *PHYSICAL SKILLS** Keyboard skills – high level of accuracy required to SVQ Level 2.
* Sitting and working at a PC for prolonged period of time.

*MENTAL SKILLS** Working to strict deadlines enforced by customer needs.
* Responding to unpredictable work patterns/emergencies when told patients care

could be compromised. * Requirement to calculate and understand pricing options.
* Dealing robustly with difficult customers.
* Ensure all requisitions are authorised by the appropriate person i.e. returning requests.
* Dealing with large volume of data, ensuring all necessary information is completed.

*EMOTIONAL** Dealing with difficult situations and providing a sympathetic approach

*PLANNING AND ORGANISATIONAL SKILLS*Plan own daily workload through the use of time management The following is a guideline only**Time management** Purchase ordering activities – 50%Sourcing – 15%Resolving finance queries – 15%Expediting – 20%Percentages based on average 4 weeks, Monday to Friday. |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Dealing with large volume of purchase requests accurately within strict time constraints whilst balancing workload with urgent/emergency requests demanded for immediate patient care.Prioritising workload against competitive administrative task demands. |
| 11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB – see below person spec |

**Modern Apprenticeship Person Specification**

**Assistant Purchasing Officer (Apprentice) – Band 3**

The person specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description.

**Job Title:** Assistant Purchasing Officer (Apprentice)

**Department:** Property, Procurement and Facilities

**Service**: Corporate Services

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| **Criteria**  | **Essential** | **Desirable** |
| **Qualifications & Training*****Essential**** National 5 in English (Grades A-C)

-2 other SCQF Level 4 Qualifications ( National 4 or equivalent SCQF level qualifications/awards) in any subject ***Desirable**** National 5 in Maths (Grades A-C)
 | YesYes | Yes |
| **Knowledge, Skills & Abilities*** Literacy and numeracy skills
* IT Skills
* Good communication and Interpersonal skills
* Ability to understand and follow procedures and policies
* Effective team worker
* Ability to work accurately, paying attention to detail while working in a busy environment
* Organisational skills
* Awareness of importance of confidentiality
 | YesYesYesYesYesYesYes | Yes |
| **Personal Qualities*** Team player
* Reliability and punctuality
* Commitment to training & development
* Enthusiasm and positive approach to work
* Adaptability and flexibility
* Ability to use initiative
* Potential to communicate well with colleagues and other service users within a healthcare environment
 | YesYesYesYesYes | YesYes |

1. [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)