

Job Title:	Procurement Category Manager – IT
Reports to (job title):	Alex Blatherwick – Head of Procurement
Line Manager to:	N/A

Job purpose

An exciting opportunity is available within our Procurement team. Due to organisation growth, we require somebody to fulfil the role of planning & managing IT & related spend across incumbent spend and new requirements across the organisation, including the running of tenders & direct negotiations. Maximising our opportunities utilising economies of scale with the right suppliers, goods & services is the aim, with a heavy focus on consolidating our needs without compromise on quality. Operating in a developing landscape means planning is key, minimising reactive procurements.

The successful applicant will play a key role alongside the operational teams and Head of Procurement. The procurement department is at the mid-way point on a maturity scale, having in recent years transformed from a reactive transactional department to a more strategic proactive function. Given the nature of the organisation there will always be a need to be agile and reactive, but we see the opportunity for greater control of suppliers and forecasted spends to be very achievable. The position is also not subject to public contract regulations. Therefore, the role should be exciting for a passionate procurement professional to help meet our goals.

What we Offer

- **Permanent** contract position
- **Salary** £57,500-£60,000 (Dependent on Experience) plus benefits below
- **Private Health Insurance** - with fast access to the most used specialists including for musculoskeletal problems and for mental health support – at locations across the country
- **Hybrid Working**, expect for 95%+ of the time having the ability to work from home, with only occasional travel required to our head office in Runcorn, our services and where necessary to meet suppliers. Alternatively you would be welcome to base yourself in several of our locations across England if you so wished.

- **Stream** - Access to your wages as you earn them to help cover life's emergencies and avoid overdraft fees or high interest rates
- **Life Assurance** at 4x Salary
- **Work Life Balance**, 37.5 hours a week Monday to Friday, with good flexibility afforded around school times, appointments, and start & finish times.
- **Access to My Reward Hub**, providing the ability to buy annual leave, pension scheme, dental plan, optical health, health cash plan, access exclusive discounts and much more
- **Access to eLearning**, bespoke career pathways and opportunities for continuing professional development through our 'Outstanding' learning and development team, The Learning Enterprise
- **Annual Leave** comprising of 25 days, plus bank holidays, and the ability to buy annual leave
- **Free Parking, Tea & Coffee** in Runcorn, and many of our other bases
- **Salary Sacrifice Lease Car Scheme** – Ability to lease a new vehicle, including insurance & maintenance via salary sacrifice
- **Mentoring** - Opportunity to mentor colleagues in junior positions, helping them on a pathway to a fulfilled career within Procurement
- **Wider Category Opportunity** - Opportunity to support on other categories (Clinical & Indirect/Estates) during absences or surge demand

Personal Specification

Essential

- **At least 5 recent years experience in Procurement**, ideally including at least 3 years focused on or around the IT category, preferably as a category manager, or within procurement project delivery. Consideration will be given to non-IT experience, however we would require demonstration of exceptional understanding of IT, SaaS contracts and demonstrable transferable experience & success.
- **Commercially driven** with a track record of success, especially within the delivery of software and licencing
- **Experience** of working with senior IT stakeholders
- **Ability to respectfully influence** senior personnel
- **Ability to gain the upper hand** on suppliers in a challenging market place
- **Understanding leverage and negotiation** beyond that of base price. A solid commercial understanding of termination, economies of scale, payment terms, inflation, pricing tiers, reduction flexibility etc is all critical

- **Customer focused, friendly attitude.** End users and stakeholders around the business are 'customers'. Good service leads to good relationships. Good relationships lead to opportunities to influence business spend on a large scale. An excellent email and telephone manner is essential.
- **Attention to detail**
- **Ability to work alone or as part of a team**
- **Willingness to branch out and go the extra mile to support the whole HCRG Care Group team**
- **Ability to use initiative to solve problems**
- **Good system skills and memory**

Desirable

- **Previous experience and involvement in a project where contracts and systems are being transferred/cancelled, due to a company buyout or change of service provider.**
- **Contract experience to a good level,** comfortable and confident in dealing with complexities surrounding SaaS, cybersecurity, service level agreements & KPIs, multiple types of contract, contract terminations and novations etc
- **Understanding of clinical systems, digital assurance and data protection**
- **Ability to use Microsoft products to an intermediate level or above would be advantageous**
- **Conducted previous successful IT Category plans**
- **Previous experience in line management or mentoring.** Helping develop colleagues in junior positions is a requirement within the role
- **Previous or current use of Service Now as a case owner**
- **Knowledge of healthcare industry/clinical systems**
- **Driving Licence and access to a vehicle, or located near access to trains**
- **CIPS or degree** is desirable but not essential. Experience and approach is highly valued

The Role Described

General plans for the role, **subject to change** are below. Expect from the short to the medium term to spend the bulk of your time continually identifying opportunities, running tenders, directly negotiating, analysing spend, creating slides & reporting, and working with key stakeholders to forecast. In the longer term we envisage the role encompassing some vendor and contract management in addition, including tackling off-contract and rogue spends.

- **Starting Point Month 1**
 - Initial assessment and documentation of the incumbent IT estate (core systems, suppliers, processes)

- Gaining an understanding of business and stakeholder needs & plans
- Completing new employee compulsory training (Bribery, data protection etc)
- Familiarisation with key systems & workflows (Proactis, Service Now, Docusign, Creditsafe, Standardised Tender documents etc)
- **Months 2-4**
 - Consolidation of category with stakeholders & Head of Procurement
 - Expansion of current pipeline and highlighting of opportunities & priorities based on assessments and stakeholder needs
 - Expansion of existing contract database
 - Progression made on first project requirements (eg. RFIs, specification progress)
 - Skeleton category plan
- **Months 5 Onwards**
 - Running of projects, continuous stakeholder management, development of category plan.
 - Tracking of all projects and creation of standardised reports to feed into Head of Procurement
 - With knowledge of vendors building, integration into BAU of some supplier relationship, account and admin management, mentoring, consolidation of tailspend with key suppliers, dotted line work with information governance, legal and clinical systems teams
- **Month 11**
 - Prep for end of year reports and begin category planning for the next year
- **Year 2**
 - All continuous BAU – Planning, projects, reporting & supplier management

A loose expected category demographic is below

- Hardware & Peripherals
- Asset Lifecycles
- Clinical Systems
- Printers & MFDs
- Cybersecurity
- Microsoft
- Service Now
- HR Systems
- Payroll Systems
- Learning Platforms
- Sexual Health Systems
- IG Systems
- Finance Systems
- Access To Work Software
- Licence Management
- Mobile Devices

- Network Infrastructure
- Servers & Virtual Servers
- Fixed Telephony
- Cloud
- Software Licencing & Management
- Electronic Hybrid Mail
- Monitoring Devices (Patient & Lone Worker)
- Mobilisations
- Integrations
- Service Desk Improvement

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none">• Inspire• Understand• Communicate	<ul style="list-style-type: none">• Challenge• Improve• Learn	<ul style="list-style-type: none">• Accountability• Involve• Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on

Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Employee signature

Manager signature
