

Job Title:	Procurement Operations Co-Ordinator
Reports to (job title):	Jane Sutcliffe – Procurement Operations Supervisor
Line Manager to:	N/A

Job purpose

An exciting interim opportunity has become available within our Procurement team. Due to business expansion, we require somebody to fulfil the fast-paced role of Procurement Operations Co-Ordinator for a fixed term of 8 months.

HCRG Care Group has won new business to begin in April 2025, taking on the service delivery to the NHS from existing providers across 3 large service contracts. HCRG Care Group will therefore be growing in terms of its overall client offering (c.75%), staff base (c.75%), supplier base (c.20%) and spend. Ensuring this growth opportunity is managed correctly in terms of onboarding new suppliers and contractors in a timely, efficient and diligent manner is crucial.

Day to day you will be able to work with and support stakeholders across the whole business, be responsible for maintaining our cases through Service Now and shared inbox and have the opportunity to support the wider strategic Procurement team on business projects. Occasional travel to the Runcorn office will be required.

The base will be hybrid, and for 90% of the time you can be working from home, with only occasional travel required to our head office in Runcorn. Alternatively you would be welcome to base yourself in several of our offices.

You will line into the Procurement Operations Supervisor

The role is fixed term for 8 months until c.July 2025 (salary £25,200 Pro Rata)

Procurement Mailbox / Service Now

- New supplier set ups - Completing all due diligence checks, IG/IS/Recruitment/Stakeholder approval, bank details, encouraging use of established vendors
- General maintenance of supplier records (Master Data Amends)
- Verifying and updating bank details for supplier records and manual payments
- NHS Supply Chain – Setting up new accounts, maintaining current ones (Contact address changes, password resets, account deletions, adding/amending requisition points)
- VIP/Supplier Queries for end users – Receipting, cancelling/raising POs, finding a supplier, obtaining quotes
- Receipting on behalf of Finance to reduce penalty fees or accounts on hold

- Redirecting and expediting emails to the correct department. As a centralised, multi-disciplined team we are often a first point of contact for end users.
- Other – Supplier price updates, HCRG name changes, couriers, expediting
- Supporting with Account Forms for services
- Delivery queries & supporting with mis-deliveries to Head Office
- General support for the whole Procurement Team and bringing matters to their attention where required.

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.

Personal Specification

Essential

- **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.** Multi-tasking is prevalent in this role, and being able to recall how core systems and processes are done is an essential aspect of the job.

Desirable

- **Previous or current use of Service Now as a case user.**
- **Knowledge of HCRG Care Group's structure and high level plans**
- **Knowledge of personnel across the business**
- **Ability to use Microsoft products to an intermediate level would be advantageous**

Employee signature

Manager signature
