

Role profile

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| Job Title: | Category Lead | Grade: | CB6 |
| Department: | Commercial Hub | Post no.: | |
| Directorate: | Resources | Location: | Perceval House |

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| Role reports to: | Assistant Director - Commercial Hub |
| Direct reports: | Commercial Managers |
| Indirect reports: | Indirect management / professional direction and support of others within the Commercial & Procurement team, including Procurement Project Officers. |

Job description

Purpose of role

Ensure that the Council's approach to all commercial activity, including commissioning, procurement and contract management is efficient, effective, and consistent, ensuring best value for money, with appropriate people and project management and compliance with regulations.

Key accountabilities

1. To drive a commercial approach across the organisation that supports the organisation's overall strategy aims by:
 - a. understanding current needs and market gaps as well as;
 - b. developing market insights and building relationships with suppliers based around the future needs and plans of strategic commissioners.
2. Designing and implementing long-term category strategies for all major areas of spend.
3. Leading negotiations with existing suppliers to deliver cost savings and efficiencies.
4. Proactively seeking new opportunities for the Council to buy and deliver services in new innovative and efficient ways and that can build in benchmarking to ensure value for money is achieved.
5. Drive, track and record savings achieved for an allocated category and inform the Assistant Director of Commercial Hub so that the accumulated budget position is known.
6. Drive the delivery of commercial, commissioning and procurement projects by:

- a. Designing and implementing a 5-year category strategy for each major area of spend.
 - b. Developing commercial strategies and business cases for change which drive increased value for money;
 - c. providing professional commercial and procurement advice, including alternative service delivery models and trading opportunities across the Council;
 - d. overseeing delivery of procurement projects via the Procurement Project Officers and leading on complex activities (i.e. Competitive Dialogues and Negotiated Procedures).
 - e. Co-ordinate the commercial procurement process with other boroughs/ service areas as appropriate;
 - f. being a commercial lead on negotiations with existing suppliers to deliver cost savings and efficiencies.
7. Drive the development and shaping of key supply markets, ensuring the Council's future needs can be met and provide best value for money.
 8. Build and develop relationships with key stakeholders to assist in breaking down barriers with service areas, deliver effective advice and support delivery of service area business plans.
 9. Represent and drive forwards proactively the Commercial Hub at monthly Departmental Contract Boards to ensure we have the right input into commercial strategies and future procurements.
 10. Deliver the development and embedding of best practice contract and supplier relationship management on all contracts across the Council.
 11. Manage a rolling programme of annual contract reviews and negotiations, ensuring all commercial opportunities are delivered against.
 12. Support all contracts across the Council remaining within budget and deliver agreed savings and efficiencies.
 13. Ensure that all contracts adhere to Hub governance and reporting arrangements (i.e. Commercial and Category Strategies, KPI's and Annual Reviews go via contracts boards).
 14. Research areas of the Council spend (for example through spend and market analysis) that will lead to the establishment of further efficiencies for the whole Council.
 15. Managing other procurement professionals in the team in order that the overall team and service be successfully delivered and customer requirements met.
 16. Investigating and delivering improvements in the approach and practices of the team in order that the service offering is both flexible and robust.

17. Respond to changes in strategy and direction to ensure that the Hub delivers added value to the organisation.

18. Act and make decisions on behalf of the Assistant Director of Commercial Hub in their absence on Commercial matters including, but not limited to, budget planning, report writing and sign-off, governance duties, resource planning and recruitment.

Additional Requirements

- Other duties and responsibilities of a similar professional and complexity as required.

Key performance indicators

- Council Medium Term Financial Strategy Budget Savings and Cost Avoidance relating to contracts.
- Contract/Service Key Performance Indicators and Outcomes.
- On-Contract Spend and Active Supplier Reduction figures.
- Savings, Service Improvements and Efficiencies negotiated with suppliers.
- Directorate contract-related governance compliance.
- Customer satisfaction as measured through end of project reports and satisfaction surveys.
- Personal and team work, plans and major activities delivered to schedule.
- Delivery of projects to time, cost and quality.
- Staff sickness and performance of direct (and where appropriate, indirect) reports.

Key relationships (internal and external)

- Executive and Service Directors
- Internal client groups; Heads of Service and key senior and contract managers
- External public and private sector groups
- Stakeholder groups and networks
- Commercial Hub
- Legal and Democratic Services
- West London Alliance
- Key suppliers
- Corporate Finance

- Ensure clear Service Level Agreements are in place covering all aspects of service delivery, with performance, response times and escalation process if appropriate.
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Authority level

- Direct impact on Council MTFS through commercial support and decision making.
- Direct and indirect management within team structure and in accordance with all HR policies.
- Responsibility for representing the Assistant Director of Commercial Hub where appropriate.
- Development, governance, team performance and enforcing of key policies and regulations, including Contract Procedure Rules and scheme of delegation.
- Professional direction, support and coaching of service area staff involved in procurement and contract management activities.
- Team training expenditure and overall financial budget of department as appropriate in accordance with Council financial systems and corporate guidelines.
- Contribution to team and organisational improvement to ensure all team members receive communications, briefings, council priorities, vision etc.

Person specification

Essential knowledge, skills and abilities

1. Leads from the front, communicating both vision and direction to motivate people towards stretching goals at pace.
2. Knowledge and understanding of Commissioning, Category Management and Market Shaping, Supplier Relationship and Contract Management, Financial Budgeting and Accounting.
3. Ability to develop a business case for change and the design and deliver of effective commercial and category strategies that deliver efficiencies and transformation.
4. Ability to manage strategic commercial relationships and delivery arrangements actively and effectively to provide ongoing value for money.
5. Ability to undertake strategic analysis of suppliers, supply markets and category research to develop and inform category management plans together with identifying any risks.
6. Written & verbal communication, with the proven ability to tailor the approach according to the audience when presenting to persuade and influence.
7. Skilled at seeking and encouraging ideas, improvements and measured risk taking within own area and across the Council to deliver better approaches and services.
8. Knowledge and proven experience of creating and maintaining a performance culture. This must include establishing improvement plans and performance measures, monitoring these and managing poor performance as appropriate, as well as recognising achievement.
9. Ability to operate effectively in a demanding environment, with ability to organise and plan own/team's workload and time effectively to deliver projects on time.
10. Strong customer focus with a track record of delivering customer satisfaction and a high-quality service so as to support the Council deliver on its key outcomes.
11. Stakeholder management skills and the ability to challenge clients and change perceptions to achieve a positive outcome.

Essential qualification(s) and experience

1. Equivalent private / public sector experience.
2. Demonstrable experience of team, staff and budget management, gained from a management of a team of comparable size, nature and professional personnel.
3. Experience of delivering cost reduction and cashable savings using appropriate sourcing, contract management and supplier management tools and techniques. Experience must be within a comparable remit and function of the role.
4. Educated to degree / postgraduate level or equivalent, or evidence of continuous professional development and relevant management training/management development.
5. Full membership of the Chartered Institute of Purchasing and Supply via a studied qualification route (or able to demonstrate willingness to achieve to an agreed timescale).

Values and behaviours

| Improved life for residents | Trustworthy | Collaborative | Innovative | Accountable |
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| <ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues | <ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly | <ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents | <ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures | <ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards |