



## Procurement Manager

**Reporting to** – Head of Procurement

**Working hours** – full time is 35 hours a week. You'll agree your working pattern with your manager

### The purpose of your role

As the demand for our services increases, so do the requirements on our procurement team to make sure that we're providing an efficient and effective procurement service. Our role in managing and maintaining the supply of goods and services to the Ombudsman is vital to our smooth operation. As a Procurement Manager you'll deliver specialist procurement advice, support and solutions to stakeholders across the Ombudsman.

As well as delivering a wide range of potentially large and complex procurement projects, you'll adopt a business partnering approach collaborating with senior stakeholders, executive members and heads of departments to deliver best practice procurement that meets the needs of the business. You'll have a good understanding of contract and supplier relationship management including the Corporate Social Responsibility agenda. And you'll focus on making sure that we're following EU procurement legislation and are managing any risks related to our procurement activities.

### How we'll measure your success:

- how you've lived our values and demonstrated the behaviours we expect of everyone every day
- delivery of your objectives, which you'll agree with your manager
- compliance with our procurement policy and procedures
- feedback from customers, colleagues and your manager
- delivering procurement solutions and contracts that meet the needs of our leaders within agreed timescales

### You're accountable for:

#### *our customers - our people - our reach - our service*

- leading procurement competitions that are compliant with current EU procurement legislation
- supporting the provision of goods and services by taking ownership of our supplier contract documents and managing the evaluation process through to contract award
- offering specialist technical advice and support on commercial and procurement issues to a range of stakeholders



- as a Procurement Business Partner taking a lead on all procurement and commercial activity for a range of business areas and attending senior leadership meetings
- managing any risks that we're facing in our procurement activities
- identifying and delivering savings resulting from improved commercial activity
- negotiating with suppliers to make sure we're getting the best service and value for money from them
- helping to develop procurement policy, procedures and processes and communicating these across the organisation
- driving up supplier performance by designing, implementing and embedding supplier relationship and contract management processes
- managing stakeholder relationships at all levels, including some of our senior leaders
- supporting the head of procurement on procurement related projects, initiatives and reporting
- managing and mentoring 1 x Procurement Officer and 1 x Apprentice Procurement Officer

#### **Your experience includes:**

- having a sound background in a commercial and procurement environment
- being a full member of CIPS (Chartered Institute of Procurement and Supply) would be highly desirable
- having knowledge of public procurement directives and experience of public sector procurement
- having the ability to develop and implement procurement strategies that will deliver cost savings
- having a good understanding of the ICT category including experience of buying physical hardware, operating systems, applications, storage and servers would be highly desirable
- carrying out EU compliant procurement competitions – you'll need to be able to plan several months ahead to deliver these effectively
- working with multiple stakeholders and communicating effectively at all levels within an organisation
- having strong negotiating and influencing skills and using these to get the most out of a range of complicated supplier relationships
- ability to prioritise and juggle several pieces of work at once – you'll be working on a range of projects at any given time
- excellent MS Office skills – particularly Excel and Word



## what we expect of everyone working here ...

### we put people first in everything we do

- before we do anything, we think of the impact it will have on the person we're dealing with – and on how it will make them feel
- we recognise people's different backgrounds – and we adapt our processes to help meet their individual needs
- we let people know where they stand – even where the outcome might not please everyone
- we each take responsibility for moving things forward – guided by common sense and pragmatism

### we make fair decisions that *feel*/fair

- we use our knowledge and experience of what's fair to guide all our actions and decisions
- we have the confidence to challenge things that don't feel fair
- we get to the heart of the problem – and put things in perspective
- we understand the impact of our decisions on people's lives

### we communicate as people

- we make sure people feel listened to – so they trust our actions and decisions as thoughtful, unbiased and fair
- we're straightforward, friendly and human – never hiding behind jargon or complicated words
- we understand that communication is two-way – and move things forward through open, honest conversations
- we're confident in using the ombudsman's tone of voice – and apply it consistently
- we anticipate the impact of what we're saying and give difficult messages sensitively

### we want to make things better

- we're proud of the work we do at the ombudsman – and we each play our part with energy and enthusiasm
- we're always looking for ways to widen our own understanding and experience – to help us do our job better



- we notice things that aren't working as well as they could – and we're committed to helping improve them
- we're flexible and resilient – keeping a cool head under pressure and adapting quickly to change

### **we care about the world around us**

- for people to have confidence in us, we're each accountable and responsible for our own individual actions
- we listen to different points of view – and we value teamwork and the contributions others make
- we respect each other and the resources we use

### **we share what we know**

- we ask thoughtful questions and listen to other people – so we can learn to do our job more effectively
- we recognise that knowledge is only useful if it's shared – and we help others widen their understanding and experience