

Job Title: Sourcing Manager
Band: 7
Responsible to: Head of Sourcing
Accountable to: Head of Sourcing
Base: Various Locations across ICS sites

JOB PURPOSE

NWL Procurement Services (“NWL PS”) is part of Central London Community Healthcare NHS Trust, and provides procurement and supply chain management services across all members (“NWL Members”).

The Sourcing Manager executes sourcing activities for NWL Procurement Services (“NWL PS”) to provide excellent customer service, best value and compliance with NWL PS governance. The Sourcing Manager shall work in accordance with direction from the Head of Sourcing to ensure that sourcing is a value-adding activity through the development and execution of excellent Sourcing Plans for each project.

The Sourcing Manager shall ensure that the areas for which they are responsible achieve or exceed the Service Level Agreement KPIs and internal NWL PS performance metrics.

KEY WORKING RELATIONSHIPS

Close engagement with the Sourcing & Materials Management Director, Head of Sourcing
NWL PS Head of Category’s and Category Managers and procurement project team Members
NWL PS Contract Management team.
NWL PS Contract Management team
Suppliers and prospective suppliers of goods and services

MAIN DUTIES AND RESPONSIBILITIES

OPERATIONAL

- Work in accordance with the direction of the Head of Sourcing to ensure that sourcing is a value-adding activity.
- Develop and deliver individual sourcing plans to best address the challenges set out by Category Management, delivering excellent customer service, best value for money and compliance with NWL PS governance.
- Support achievement of NWL PS Delivery Board approval of all project gateways, including the Procurement Outcome Report.
- Provide effective handover of sourcing projects to the Manage & Enable function.
- Proactively work to achieve Service Level Agreement KPIs and internal NWL PS performance improvement metric targets.
- Responsible for input into procurement project delivery, informing on potential sourcing approaches, ensuring that the project reflects appropriate potential sourcing approaches
- Responsible for providing and receiving highly complex information when dealing with a range of issues from both internal and external stakeholders

COMMUNICATION

- Establish professional relationships with identified stakeholders.
- Use communication, negotiation, and influencing skills to engage a range of staff to ensure the successful of sourcing activity in accordance with agreed Commercial and Sourcing Plans.
- Support communicating Sourcing Plans and Procurement Outcome Report recommendation to the NWL PS Delivery Board for approval, including attending the NWL PS Delivery Board.

- Engage with stakeholders engaged in Sourcing projects.
- Build and maintain the reputation of NWL PS as a highly professional service with effective business partnering arrangements ensuring maximum satisfaction among both internal and external stakeholders.
- Champion a culture of customer service excellence and value for money delivery in sourcing.
- Work with the Performance and Reporting team to support the development and deployment of streamlined process and communication to enable category management and sourcing to create robust plans and to drive process efficiency improvement.

MANAGEMENT AND LEADERSHIP

- This role currently has no line management responsibility allocated.
- Identify the level of resources required to deliver individual sourcing projects.
- Management of own time, project team and project plan to ensure delivery of sourcing projects in accordance with the agreed Commercial Strategy and Sourcing Plan.
- Show effective leadership to ensure that projects are delivered successfully, including proactively demonstrating leadership behaviour NWL PS and NWL Member stakeholders.
- Act as a role model for innovation and improvement within the team
- Maintain a culture of flexibility and responsiveness and to respond swiftly to changing priorities

PROFESSIONALISM

- Support the Identification, development, and promotion of best practices, with the aim of improving NWL PS performance and sustainability.
- Promoting culture of 'Sector First', enabling NWL PS to take decisions that may not be optimal for the individual NWL members.
- Provide leadership behaviours, culture, and value of NWL PS to support a high-performing procurement organisation.
- Give effect to the NWL PS Cultural Principles and Customer Service Principles.
- Adopt a culture of delivery of excellent service, continuous improvement, efficiency, and value for money within each NWL Member.
- Critically assess markets and competitive behaviour undertaken by key suppliers and develop Sourcing Plans to mitigate risk to NWL PS and NWL Members.
- Ensure that all decisions are taken in accordance with NWL PS governance and wider legislation.
- Demonstrate transparency to NWL PS, NWL Member and supplier organisations to maximise the reputation and standing of NWL PS and mitigating the risk of challenge to sourcing outcomes.

TEACHING AND TRAINING

- Highlight, promote and report innovative approaches relevant to sourcing.
- Maintain a good knowledge of all relevant legislation and emerging policies from government departments and other relevant organisations in defining sourcing plans
- Support growth and upskilling of capabilities within the category team.
- Responsible for coordinating and undertaking 360 performance assessments.

GOVERNANCE

- Support the development and application of robust governance procedures to enable high quality in all goods and services procured.
- Support NWL Members in driving better patient care through securing continuity of supply for critical goods and services, and through ensuring teams place strong importance on the evaluation of technical and quality criteria in all relevant procurements.

- Ensure all activity is compliant to the law, NWL PS governance and other relevant NWL Member governance.
- Responsible for regular reporting of all sourcing risks to the Risk & Business Continuity Manager to understand and highlight risks, both internally and externally with a view to develop a risk mitigation approach.

Trust Vision, Values and Behaviours

The Trust has a clear strategic vision in place: **to lead out-of-hospital community Healthcare**. The post-holder is expected to have a good understanding of how this post contributes to the achievement of the Trust vision.

The Trust expects all staff to share the values which are important to the Trust and to behave in a way that reflects these values.

The Trust values are:

- **We put quality at the heart of everything we do**
- **We value our relationships with others**
- **We deliver services we are proud of**
- **We make a positive difference in our communities**

Our values and behaviours:

QUALITY:

We put quality at the heart of everything we do.

1. I take responsibility for the standard and outcomes of my work
2. I provide services which are safe, effective and deliver a good experience
3. I use best practice and feedback to innovate and constantly improve my service

RELATIONSHIPS:

We value our relationships with others.

1. I work collaboratively and in partnership
2. I am caring compassionate and kind
3. I support the development of skills talents and abilities

DELIVERY:

We deliver services we are proud of.

1. I treat people with courtesy dignity and respect
2. I work hard to achieve the aims of my service and the organisation
3. I make the best use of resources and provide value for money

COMMUNITY:

We make a positive difference in our communities.

1. I am visible accessible and approachable
2. I ensure people, partners and purchasers are actively engaged in planning service and care
3. I embrace difference, diversity and fairness

Professional Standards

All staff must comply with the Central London Community Healthcare (CLCH) NHS Trust Staff Code of Conduct and demonstrate the Trust's Values and Behaviours. Senior Managers must also comply with the NHS Code of Conduct for Managers, based on the Nolan principles of public accountability. All staff employed in recognised professions are required to ensure they work to the professional standards and/or Codes of Practice set out for their professional group. In addition staff are required to demonstrate the Customer Care Standards of the organisation.

Equal Opportunities and Dignity at Work

It is the aim of CLCH NHS Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, creed, nationality, ethnic or national origin, sex, marital status or on the grounds of disability or sexual preference, or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job. To this end CLCH NHS Trust has an Equal Opportunities Policy and it is for each employee to contribute to its success. All staff should treat other staff, patients and the public with dignity and respect.

Performance Appraisal and Development Review (PADR)

All staff will actively participate in the annual Performance Appraisal and Development Review (PADR) process with their line manager. All staff should have SMART objectives and a personal/professional development plan. Objectives and personal development plans should be reviewed together on an ongoing basis through regular one to ones and/or supervision. In conjunction with their manager, all staff should actively identify and pursue agreed learning and development opportunities. All managers are required to carry out annual Performance Appraisal and Development Reviews with their direct reports and support their appraisee to achieve their objectives through ongoing management supervision and one to one meetings.

Safeguarding

CLCH NHS Trust is committed to safeguarding and protecting children and vulnerable adults. All health employees have a responsibility for safeguarding and promoting the welfare of children and young people in accordance with "Working Together to Safeguard Children" HM Gov 2006. This applies to employees with both direct and indirect contact with children and families.

Employees who do not provide specific services for children and families or vulnerable adults require basic knowledge of their responsibilities to identify and refer concerns appropriately. All employees must undertake training in safeguarding children and vulnerable adults but will have different training needs to fulfil their responsibilities depending on their degree of contact with vulnerable groups and their level of responsibility.

Confidentiality and Data Protection

Employees will have access to confidential information and will be required to ensure that the highest level of confidentiality is maintained at all times, adhering to all policies relating to confidentiality.

Employees are required to obtain, process and/or use person identifiable information in a fair and lawful way. The use of such information is governed by the Data Protection Act 1998 (DPA) and includes both manual and electronic records. Staff are expected to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose, and to disclose data only to authorised persons or organisations as instructed, in accordance with the Data Protection Act 1998.

Access to Health Records

All staff who contribute to patients' health records are expected to be familiar with and adhere to CLCH's NHS Trust Records Management Policy. Staff should be aware that patients' records throughout CLCH NHS Trust will be the subject of regular audit. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act 1998. All staff that have access to patients' records have a responsibility to ensure that these are maintained and that confidentiality is protected in line with CLCH NHS Trust Policy.

Health and Safety

All staff are required to comply with the requirements of the Health and Safety at Work Act and other relevant health and safety legislation and CLCH NHS Trust Policies and Procedures. All staff are required to make positive efforts to promote their own personal safety and that of others by taking reasonable care at work, by carrying out requirements of the law or following recognised codes of practice and co-operating with safety measures provided or advised by CLCH NHS Trust to ensure safe working.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the appropriate Committee if resolution has not been satisfactorily achieved.

All staff must ensure that waste produced within CLCH NHS Trust is disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy.

Infection Control

All staff are required to follow CLCH NHS Trust infection control policies and comply with all measures known to be effective in reducing infection risk. All staff must complete infection control training at induction, and all staff whose duties involve patient contact must also complete infection control refresher training annually.

No Smoking Policy

There is a no smoking policy in operation in CLCH NHS Trust. In accordance with this policy smoking is positively discouraged and is not permitted in any areas.

Engaging patients and the public

CLCH NHS Trust is committed to putting patients, their carers and the public at the heart of everything we do.

Engaging People is everybody's responsibility – regardless of the job that you do.

Everyone is responsible for encouraging people to be engaged in decisions about their care and treatment, through providing information and responding to concerns. All staff should seek people's views about services, respond to feedback and actively involve people to find solutions to meet expectations, where possible. All staff should take part and promote Trust-wide activity, such as Patient Reported Experience Measures (PREMs) and promoting the recruitment of new Foundation Trust members. All staff should take a note of any feedback that you receive from patients and feed this back to your manager or through complaints and compliments procedures.

Job Description

The above list of duties is not intended to be exhaustive and you will be required to undertake any other duties commensurate with the grade and in line with the requirements of the post. The duties and responsibilities may be subject to change, which will be done in discussion with the postholder.

Environmental

CLCH NHS Trust is committed to protecting the environment and the NHS Net Zero Plan. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care and staff wellbeing, all staff have a responsibility to adhere to relevant policies and procedures at both an organisational level and within their own area of work. Staff should do their utmost to minimize the environmental impacts of CLCH NHS Trust's activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

Person Specification
Job Title: Sourcing Manager – Non- Clinical

Factors	Criteria	Assessment
Education/Qualification		
Essential	<ul style="list-style-type: none"> Professional operational service delivery and business management knowledge to degree equivalent plus further management experience or training to post graduate diploma level or equivalent Evidence of CPD 	C
Desirable	<ul style="list-style-type: none"> MCIPS Qualified or working towards MCIPS 	
Experience		
Essential	<ul style="list-style-type: none"> Good level of experience of sourcing activity in a relevant field Significant experience of stakeholder management in a customer and results focused environment Successful negotiation and implementation of purchasing agreements Performance management in a multi-site environment Evidence of providing and receiving complex information, Experience in being persuasive and motivational, with the ability to negotiate and train others Experience in handling complex facts or situations, requiring analysis, interpretation, and comparison of a range of options. Evidence of planning and organising a broad range of complex activities; and formulating, adjusting plans or strategies. Experience in using software or systems to develop performance, statistical or management reports 	AF, IV
Desirable	<ul style="list-style-type: none"> Experience in sourcing or procurement in non-clinical categories including but not limited to facilities management, IT and professional services Experience of working within the NHS and an understanding of current issues Previous experience of working as a Procurement Manager Experience of being responsible for policy implementation and/or supporting discrete policy or service development Experience of line management of a single function or department 	AF, IV
Skills and Knowledge		
Essential	<ul style="list-style-type: none"> Negotiation: A skilled negotiator with a broad range of skill sets Analysis: Skilled in being able to conduct analysis on complex data sets to provide concise insights Stakeholder Management: Strong stakeholder management skills, demonstrating ability to engage with stakeholders at multi levels Commercial reasoning Influencing Relationship management Project management Team working Communication Information systems Financial skills with the ability to monitor or contribute to the drawing up of department or service budgets or financial initiatives Ability to work on own initiative, operating within broad policy/procedures, with responsibility for specific area of service delivery 	AF, IV

Desirable	<ul style="list-style-type: none"> • Leading and Managing Others: Strong project leadership and management capabilities and experience, with capacity to manage multiple small and medium sized projects • Change Management: Understands change management and process improvement with experience in supporting business process / organisational change • Strategy Delivery: Experience of delivering and implementing category and sourcing plans, delivering strategies for various sub-categories 	AF, IV
Other		
Essential	<ul style="list-style-type: none"> • Standard keyboard skills / Advanced keyboard skills used for manipulating large quantities of data and preparing complex analysis and reports. • Concentration required for checking documents, writing reports and analysing statistics, including dealing with interruptions • Ability to impart unwelcome news to stakeholders 	
Desirable		
<p>* Assessment will take place with reference to the following</p> <p>AF – Application Form, IV – Interview, P – Presentation, T-Test, C Certificate</p>		