

**Job Title: Category Manager – Community & Mental Health**

**Band: 8a**

**Responsible to: Head of Category – Community & Mental Health**

**Accountable to: Head of Category – Community & Mental Health**

**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 Category Manager is responsible for supporting the effective management of and the value delivery for the procurement of goods and services across the Community & Mental Health Category. They will actively be responsible for supporting the Head of Category to ensuring effective development and maintenance of Category Strategy, Category Plan and Commercial Strategy.

The Category Managers will have delegated authority to support Head of Category’s with elements of the overall commercial lifecycle, including Category Strategy and Category policy development and understanding NWL Member requirements. This will be done through jointly working with the Head of Category with the development of Category Management strategies, understanding of the supplier/market landscape, and delivering timely and effective support, guidance, and expertise to the businesses.

## **KEY WORKING RELATIONSHIPS**

NWL Procurement Delivery Board members  
NWL Member Clinical and Non-Clinical Senior Management  
NHS Supply Chain  
Suppliers and prospective suppliers

## **MAIN DUTIES AND RESPONSIBILITIES**

### **OPERATIONAL**

- Given delegated authority to support the Head of Category in the development and maintenance of the Community & Mental Health Category Strategy to deliver NWL PS strategy and corporate objectives and to enable maximum aggregation of low-value spend, reduction in sourcing activity (minimising order cycle) and reducing supplier base to enable value to be added by Management activities
- Work with the Head of Category in developing and maintaining Category plans for key spend areas and transformation programmes
- Responsible for parts of the production of a Commercial Strategy for each sourcing project, including but not limited to, clear sourcing outcomes and definition of contracts to be included.
- Given authority to liaise with end-users to scope and develop Project Initiation Documents (PIDs) to include project outlines, spend baselines (inclusive of NWL PS partner spend), project scope and linking to approved Category Strategy
- Given delegated authority for the management of potential supplier relationships by engaging the supply market early and building rapport/creating collaboration opportunities to support delivery of NWL PS strategy and corporate objectives
- Assist the Category Managers in developing robust, fit for purpose and standardised KPIs to be used within the sourcing cycle of Category Procurements
- Ensure Category Strategy points to the use of catalogues to reduce the level of manual purchase orders and technology to simplify the low-value quote process.
- Understand demand by forecasting and planning requirements with internal stakeholders and suppliers
- Analyse inputs to support development of a multi-year Category Strategy and prioritised annual pipeline of initiatives

- When authorised support the Category Director as key point of contact for senior stakeholders in NHS, central government and local government bodies (as relevant) to the Community & Mental Health Category
- Responsible for acting as the project sponsor during the sourcing phase of the procurement project
- Responsible for providing and receiving highly complex information when dealing with a range of issues from both internal and external stakeholders

## **COMMUNICATION**

- Build and maintain key relationships across the Sector and with important external stakeholders
- Seek and support active involvement and engagement of internal stakeholders in the commercial and sourcing processes
- Engage with the relevant NWL Member stakeholders, ensuring that requirements are effectively met by Category Strategies and subsequent sourcing activities
- Engage with stakeholders to understand requirements and form commercial strategy for delivery with the aim to target consolidating spend across NWL PS (i.e., single contracts for the shared service)
- Engagement with stakeholders to confirm budgets allocated for external expenditure (noting revised ways of working, including the need for early engagement to add value)
- Provide clarity to stakeholders to on their role in the procurement process
- Maintain communication with Materials Management to ensure there is a feedback loop to relay any issues with supplier performance that may require review of Category Strategy

## **MANAGEMENT AND LEADERSHIP**

- Support implementation of Category Management within category, ensuring full and optimised aggregation, and maximisation, of spend influence
- Build strong relationships with relevant senior stakeholders ensuring appropriate input and endorsement of Category Strategies and Procurement-led initiatives

## **PROFESSIONALISM**

- Identify, develop, and promote best practices, with the aim of improving business efficiency, performance, and sustainability
- Identify, develop, and promote best practices, with the aim of improving business efficiency, performance, and sustainability alongside the Head of Category.
- Working alongside the Head of Category in tracking the level of adoption of lean approaches and commitment to innovation throughout category strategies to encourage the delivery of value add and continuous improvement
- Design and deliver Specialist innovative approaches to education and training.
- Promoting culture of 'Sector First', enabling NWL PS to take decisions that may not be optimal for the individual NWL Trusts

## **TEACHING AND TRAINING**

- Maintain a good knowledge of all relevant legislation and emerging policies from government departments and other relevant organisations in defining the strategy
- Actively champion NHS Social Value, Sustainability and Equality, Diversity, and Inclusion agendas
- Take the chairing of meetings with Category Managers in the absence of the Head of Category

## **GOVERNANCE**

- Produce regular reports on each PID to evidence NWL PS Partner sign-in to procurement activity or reasons why partners may have chosen an alternative approach
- Ensure effective handovers of signed-off PIDs to the Delivery sourcing teams

- Ensure internal and external risks within supply market that could impact the category are included in category strategies, minimising risk to the NWL PS
- Ensure all activity is compliant to the law, NWL PS governance and adherent to individual team policies and procedures
- Where delegated undertake audits and assurance of procurement processes, savings delivery and suppliers.

## RESEARCH

- Maintain a view of the supply market within the category to ensure any changes in market supply and demand can be forecasted and an agile approach can be executed in planning
- Understand demand by forecasting and planning requirements with internal stakeholders and suppliers
- In the production of category strategies, explore innovation and alternative commercial models in order to adopt lean approaches and to explore opportunities for reducing waste and encouraging automation

## 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: Category Manager – Community & Healthcare**

Factors	Criteria	Assessment
<b>Education/Qualification</b>		
<b>Essential</b>	<ul style="list-style-type: none"> <li>Professional operational service delivery and business management knowledge to degree equivalent plus further management experience or training to post graduate diploma level or equivalent</li> <li>Evidence of CPD</li> </ul>	AF, C
<b>Desirable</b>	<ul style="list-style-type: none"> <li>Post Graduate Diploma or Corporate member in Chartered Institute of Purchasing and Supply (CIPS) or other appropriate professional institute or relevant experience (by examination).</li> <li></li> </ul>	C
<b>Experience</b>		
<b>Essential</b>	<ul style="list-style-type: none"> <li>Significant experience in a Category Management role</li> <li>Experience of business development and tender processes</li> <li>Modern procurement techniques and approaches, including strategic cost management principles and strategic category management process knowledge.</li> <li>Category management strategy initiation, planning and development process leadership Developing ideas for category strategy improvement opportunities within the organisation</li> <li>Determining business wide category based opportunities to reduce the TCO of products, equipment and services by clarifying the organisation's business plans that will impact or be impacted by suppliers.</li> <li>Stakeholder category management business benefit marketing and relationship management.</li> <li>Evidence of providing and receiving complex information,</li> <li>Experience in being persuasive and motivational, with the ability to negotiate and train others</li> <li>Experience in handling complex facts or situations, requiring analysis, interpretation, and comparison of a range of options.</li> <li>Evidence of planning and organising a broad range of complex activities; and formulating, adjusting plans or strategies.</li> <li>Experience in using software or systems to develop performance, statistical or management reports</li> </ul>	AF, C
<b>Desirable</b>	<ul style="list-style-type: none"> <li>Knowledge and experience of EU procurement processes, using Government procurement frameworks</li> <li>Experience of being responsible for policy implementation and/or supporting discrete policy or service development</li> <li>Experience of line management of a single function or department</li> </ul>	C
<b>Skills and Knowledge</b>		
<b>Essential</b>	<ul style="list-style-type: none"> <li>Negotiation: A skilled negotiator with a broad range of skill sets</li> <li>Analysis: Skilled in being able to conduct analysis on complex data sets to provide concise insights</li> <li>Stakeholder Management: Strong stakeholder management skills, demonstrating ability to engage with stakeholders at multi levels</li> <li>Strategy Delivery: Experience of delivering and implementing category and sourcing strategies, delivering strategies for various sub-categories</li> <li>Financial skills with the ability to monitor or contribute to the drawing up of department or service budgets or financial initiatives</li> <li>Ability to work on own initiative, operating within broad policy/procedures, with responsibility for specific area of service delivery</li> </ul>	AF, IV



<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Knowledge and awareness of NHS or wider healthcare sector operating models and policy developments would be advantageous, although not essential.</li> <li>• Leading and Managing Others: Strong project leadership and management capabilities and experience, with capacity to manage multiple small and medium sized projects</li> <li>• Change Management: Understands change management and process improvement with experience in supporting business process / organisational change</li> </ul>	IV
<b>Other</b>		
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Understanding of supplier management and can demonstrate development of a supplier over time</li> <li>• Demonstrate an understanding of the latest market and procurement trends within the sub-category area of expertise</li> <li>• Standard keyboard skills / Advanced keyboard skills used for manipulating large quantities of data and preparing complex analysis and reports.</li> <li>• Concentration required for checking documents, writing reports and analysing statistics, including dealing with interruptions</li> <li>• Ability to impart unwelcome news to stakeholders</li> </ul>	IV
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Experience of undertaking complex surveys relating to service delivery, and collating results for reports</li> </ul>	IV
<p><b>* Assessment will take place with reference to the following</b></p> <p><b>AF – Application Form, IV – Interview, P – Presentation, T-Test, C Certificate</b></p>		