|  |  |  |  |
| --- | --- | --- | --- |
| **Role title:** | Procurement Category Manager – IT/Finance/Balance | **Responsible to:** | Procurement and Business Services Lead |
| **Division:** | Finance | **Department:** | Procurement |
| **Direct Reports and Level:** | No Direct Reports | **Scope:** | Procurement and Business Services - MPS UK and International |
| **Scale:** | People – N/A  Budget – Aligned to Category  Income – N/A |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 2 | **Role Family** | Group Corporate Functions |

|  |
| --- |
| **Overall Role Purpose** |
| Reporting to the Procurement and Business Services Lead, the Procurement Category Manager will manage the assigned IT, Telecoms, Finance and Balance categories to ensure best value through the formulation and implementation of category sourcing strategies and a disciplined Supplier Relationship Management (SRM) Framework to achieve business objectives. |

|  |  |
| --- | --- |
| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational:**   * Responsible for producing appropriate procurement documentation and running an end-to-end procurement process, securing buy-in from all stakeholder parties to ensure the strategic goals and objectives in all stages of the procurement (and delivery) cycle are achieved. * Develop the capabilities and competencies by applying a disciplined Supplier Relationship Management (SRM) Framework including assessment of supplier performance and achieve business outcomes through strong supply chain governance. * Deliver program agility for the Digital & Change Team (D&C), Finance and wider business that leverages the capabilities of suppliers, ensuring effective supply chain due diligence. * Support the delivery of the Finance strategy and contribute to the development and delivery of the Digital & Change (D&C) strategy to plan, cost and quality. * Develop relevant processes and systems to improve working practice to provide continuous improvement for the MPS Group. * Ensure compliance, continuous improvement and value for money and enable the delivery of a sustainable and adaptable MPS Finance, Procurement and D&C strategy both in the UK and internationally. | * Corporate Strategic priorities Vs plan * Division Plan delivery Vs plan * Delivery of projects to plan * Financial performance Vs plan * Operational Metrics Vs SLAs |
| **Financial**   * Embed world class Supplier Relationship Management (SRM) and lead the management of UK and International external supplier contracts (IT, Telecoms and Finance), procurement agreements and services provided by suppliers to ensure that these are operating effectively and provide the best value to the company and the members of MPS. * Manage and develop the production of metrics from supplier and organisational data sources to inform business decisions and actions which results in a measurable improvement in business performance and trends. * Contribute towards Finance, IT and Telecoms category cost savings targets, and initiatives delivered that increase efficiency whilst maintaining performance and risk management. * Ensure Supplier Relationship Management (SRM) principles are administered throughout the supplier lifecycle ensuring compliance of suppliers against contract terms and alignment to agreed budgets. | * Operational budget Vs plan. * Member numbers Vs plan. * Income Vs plan. * Retention targets delivered Vs plan. * Reports communicated on supplier divisional compliance. |
| **Member**   * Seek opportunities to continuously improve ways of working and contribute to team, department and divisional continuous improvement projects aimed to drive operational efficiency, deliver on KPIs, financial targets and great member experience and outcome. * Support the development and delivery of all necessary systems, policies and procedures which enable value for money for members. | * Net promoter score * Member satisfaction survey results Vs plan * Stakeholder feedback * Operational Metrics Vs SLAs * Quality monitoring / Outcomes testing scores / compliance testing and internal audit scores |
| **People**   * Develop colleague understanding of relevant processes and policies through on-going dialogue with colleagues and through periodic workshops. * Maintain a strong culture of compliance across all procurement processes, challenging if required to ensure processes are followed across the business * Build and maintain positive relationships with a wide range of stakeholders taking a collaborative approach to ways of working and problem solving. * Take personal accountability for own training, competence, performance and engagement of self and colleagues, ensuring clarity on own accountabilities and comply with all law, governance, policy standards and processes. * Take learnings from all Quality Monitoring, Outcome Testing and Audit results to enhance own performance and quality service and outcomes. | * Compliance with Training and Competence Schemes * Delivery of Personal Development Plan to plan * One to one / performance review meetings Vs Plan * Quality monitoring / Outcomes testing scores / compliance testing and internal audit scores |
| **Risk**   * Support the effective management of complex contracts by working collaboratively with stakeholders to ensure contractual performance metrics / measures are met. * Contribute to an environment where all colleagues in Finance recognise the importance of adherence to policies and procedures, risk identification and management. * Identify and report risks and issues identified within Finance and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues. * Comply with applicable professional ethical guidance, external regulation and all relevant internal policy and procedures, including those relating to Health & Safety, Data Protection and IT Security. | * Risk & Control Self- Assessments * Audit Actions * Internal and external audit outcomes * Report supplier risk – S2C * Report supplier audit actions – S2C |

|  |
| --- |
| **Responsibilities (RACI)** |
| * Support the Procurement & Business Services Team, Finance and Digital & Change (D&C) to deliver on a programme of agreed strategic procurement projects across MPS Group aligned to business strategy, supporting the financial security of the membership fund whilst enabling sustainable growth. * Manage delivery of the IT & Telecoms category management objectives and develop contract management protocols and performance metrics across the Organisation. * Aligned with agreed strategic procurement projects, develop new and maintain existing supplier relationships in order to deliver the best value for money for MPS alongside the identification of key supplier relationships and take a lead role in major negotiations. * Work with the Digital & Change (D&C) Team to ensure best procurement solutions are achieved and ensuring that procurement is conducted in compliance with all relevant UK and International legislation. * Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role. |
| **Key Governance Responsibilities** |
| * Participation in internal discussions and influencing policy changes that impact on the service delivery * Governance forums within Finance and wider MPS |

|  |  |
| --- | --- |
| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Others |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Others |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Others |
| Commercial and Risk Thinking | Leading Others |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * CIPS - MCIPS qualification (or equivalent). * Detailed knowledge of EU and UK procurement legislation, supplier and contract management. * Systems thinking knowledge/experience. * Proficient IT skills including MS Word, MS Excel and MS PowerPoint, and comfortable with numerical reasoning. | * Detailed understanding of the IT & Telecoms supply markets. * Demonstrable work experience. * Detailed understanding of Contract Law and terms and conditions of Contract. * Analytical skills and strong commercial acumen. * Ability to work to tight deadlines. * Excellent attention to detail. * Ability to engage and challenge at all levels; strong influencing skills coupled with tenacity and resilience. * Excellent communication and influencing skills in order to liaise with stakeholders at varying levels. * Be able to mentor and provide commercial guidance to relevant category colleagues and wider stakeholders. * Be a self-motivator, but also able to work well as part of a team and have a strong hands-on approach. | * Significant IT procurement experience gained in a related industry or a large enterprise in a similar landscape. * Significant Category Management experience and outstanding strategic sourcing and contract management expertise * Strong background in managing and co-ordinating the delivery of a category strategies. * Experience of developing and maintaining procurement activity. * Proven track record in expert negotiation and supply relationship management. * Detailed understanding of procurement processes and procedures. * Significant SRM knowledge, experience of vetting suppliers and analysing supplier contracts. * Experience in handling confidential information and communicating clear messages internally and externally. |
| **Desirable** |  |  | * Previous project experience of changing systems and processes. * Experience of operating in a complex, commercial, multi-divisional organisation. * Comfortable working with complex contract and procurement documents. |