

ROLE PROFILE: SERVICE MANAGER (DELIVERER and PROVIDER) HC11**JOB TITLE: Procurement Manager****ROLE PURPOSE:**

The purpose of the role is to manage an operational service area(s) to meet the identified needs of the council and its customers.

ACCOUNTABILITIES SPECIFIC TO THIS ROLE

- To provide advice on high value and high risk procurements
- To advise and support a range of allotted commercial activities to support the organisation's strategic commissioning aims.
- To lead, research and plan the preferred options and approaches to contract and tender management.
- To support with developing appropriate business plans across the organisation for both capital and revenue expenditure in relation to procurement.
- To lead on commercial activities to take an appropriate role in the development and management of contracts, agreeing KPIs.
- To work with teams comprising of representatives from across the council to produce and determine contract specifications and conditions.
- To ensure that procurement is undertaken in accordance with the Council's Contract Procedure Rules (CPR's), Procurement and Commissioning Strategy as well as relevant legislative requirements.
- To develop and implement procurement practices and procedures that lead to continuous improvement and the realisation of efficiency savings.
- To continually update strategic analysis of markets and supplier trends within the relevant industries, to ensure that procurement is based on best practice 'intelligence'.
- To work with Directorates to seek to develop supply markets that have the capabilities to meet the changing needs of the authority.
- To assist the Commercial Services Manager in the provision of commercial advice and the preparation of reports to both officers and members in relation to activities undertaken by the Commercial Services Team.
- To provide commercial, strategic procurement advice and guidance at a high level in accordance with strategic procurement direction and Contract Procedure Rules, and statutory requirements including legal regulations.
- To support a programme of commercial training across the council and its partners to develop commercial awareness, capacity and capability.
- To work with appropriate internal and external stakeholders to support local SMEs and the 3rd Sector ability to win council business where suitable.

<p>ACCOUNTABILITIES</p> <ol style="list-style-type: none"> 1. Lead the service area(s) to deliver operating plans and contractual arrangements, focusing on the needs of the defined localities within Herefordshire. 2. Plan, manage and monitor the use of available financial, physical and human resources, making efficiency savings as required. 3. Co-ordinate and integrate council resources to deliver both routine operations and to manage complex business issues and risks to meet agreed service standards. 4. Identify customer requirements to inform service specifications and the delivery of locality-based customer focused outcomes. 5. Act as a technical reference for the service and its customers, maintaining and applying an up-to-date knowledge of the area of expertise. 6. Identify and make recommendations for improvements to policies, systems, practices and procedures. 7. Participate effectively and contribute to corporate programmes to help deliver change management and service improvements. 8. Manage others, setting clear goals, and deliver a coherent approach to staff development and training within the service area to continuously improve performance. 9. Establish and maintain good working relationships with internal colleagues, and represent the council on appropriate forums where required. 10. Understand and meet all required legislation and governance to deliver the required standards. 	<p>SKILLS, KNOWLEDGE & EXPERIENCE</p> <ul style="list-style-type: none"> • Experience of managing staff, budgets and service areas successfully in pursuit of challenging performance expectations. • Track record of effective service delivery in a public service environment. • Experience of service and quality improvement methods and their implementation. • Ability to identify trends and develop new concepts. • Experience of managing networks in a partnership environment, including working knowledge of partnering/ contract management. • Ability to analyse performance information and take appropriate action. • Educated to degree level or equivalent. CIPS Level 6 or actively studying towards CIPS Level 6 is desirable. • An excellent professional, technical and developmental record in a relevant technical area that is public service focused. 	
	<p><i>Employees and culture</i></p> <ul style="list-style-type: none"> • Employee engagement • Co-operation • Concept formation • Change management 	<p><i>Relationships</i></p> <ul style="list-style-type: none"> • Influence • Level of understanding by others of information provided • Peer and partnership feedback
	<p><i>Customer Service</i></p> <ul style="list-style-type: none"> • Quality and timeliness of advice/ service provided • Customer satisfaction/ service quality 	<p><i>Value for Money</i></p> <ul style="list-style-type: none"> • Cost reduction • Service improvement

LEADERSHIP BEHAVIOURS

Trust

Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty

Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility

Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity

Working in partnership and with all our diverse communities. Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value

Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy

Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

STATUTORY DUTIES (service specific must be completed before the Role Profile is valid)

Knowledge of legal and statutory requirements across different public sector services