



JOB DESCRIPTION

JOB DETAILS	
Job Title	OFH Procurement, Contracts & Performance Manager
Reports to	OFH Programme Manager (line managed by Trust Head of Procurement)
Band	Band 8a (subject to AfC matching)
Department/Directorate	Our Future Hospital Programme Estates & Facilities

JOB PURPOSE
<p>To operate as a key member of the Our Future Hospital Programme team, successfully procuring and managing the performance of contracts for goods and services with a range of external service providers to meet the needs of the programme.</p> <p>The role involves building positive working relationships between the Our Future Hospital Programme and external suppliers and contractors to ensure all parties meet their obligations in order to deliver the objectives required from the contract. You will also need to create and maintain effective working relationships with the Trust procurement team.</p> <p>The post holder will manage the procurement of goods and services and the associated contracts proactively and highlight anticipated future changes, you will also need to respond quickly to contractor performance issues and escalate where necessary.</p> <p>Working in an NHS focussed organisation with nationally underpinning technology, you will use market intelligence to support innovation, working closely with technology focussed delivery teams, embedding yourself in agile working practices to ensure effective governance arrangements are in place for the procurements and contracts you manage.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none">• To manage the end to end procurement process for all OFH procurement activities• Advise the OFH programme team on the best route for procurement activities• To assist with high profile and complex negotiations for major sourcing activities.• Managing performance against contract including the contract change control process involving liaison with the Contractor and the OFH Programme Team as required for approval purposes.• Delivering efficiencies through effective procurement and contract management.• Ensuring that the contractor delivers continuous improvement of the delivery, quality, cost effectiveness and responsiveness of the contracted services, developing the relationship beyond merely achieving contractual compliance. Working with the Contractor and the Business to develop mutually advantageous continuous improvement plans.• Executing and Managing Statements of Work, ensuring correct governance procedures are followed and managing SoWs with rigour and diligence.• Ensure the team selects the most effective sourcing route for the goods and services• Interfacing with senior colleagues and senior representatives from suppliers ensuring the OFH business objectives are met.• The assessment of risks to the effective delivery of the contracted services including implementation of appropriate strategies and actions to manage the risks and ensure continuity.• Managing all supplier related incidents and complaints (that impact on performance of the contract) from the Programme and escalates issues where necessary. Ensures that problems are dealt with quickly and that corrective action is initiated in a timely manner.• Review service levels and KPIs and implement changes where agreed to ensure value for money.• Maintaining an awareness of developments and risks and issues in the programme.

- Programme reporting such as Progress/highlight reports as required. There is likely to be the requirement for papers and other reports prepared and delivered at OFH Programme Board
- Requirements for NHP assurance and reporting as required.
- Where required, be responsibility for the effective line management of staff including appraisal, absence management, disciplinary and grievance processes, performance monitoring and management and Personal Development Plan creation and execution.
- Carry out such other tasks as required.

KEY WORKING RELATIONSHIPS

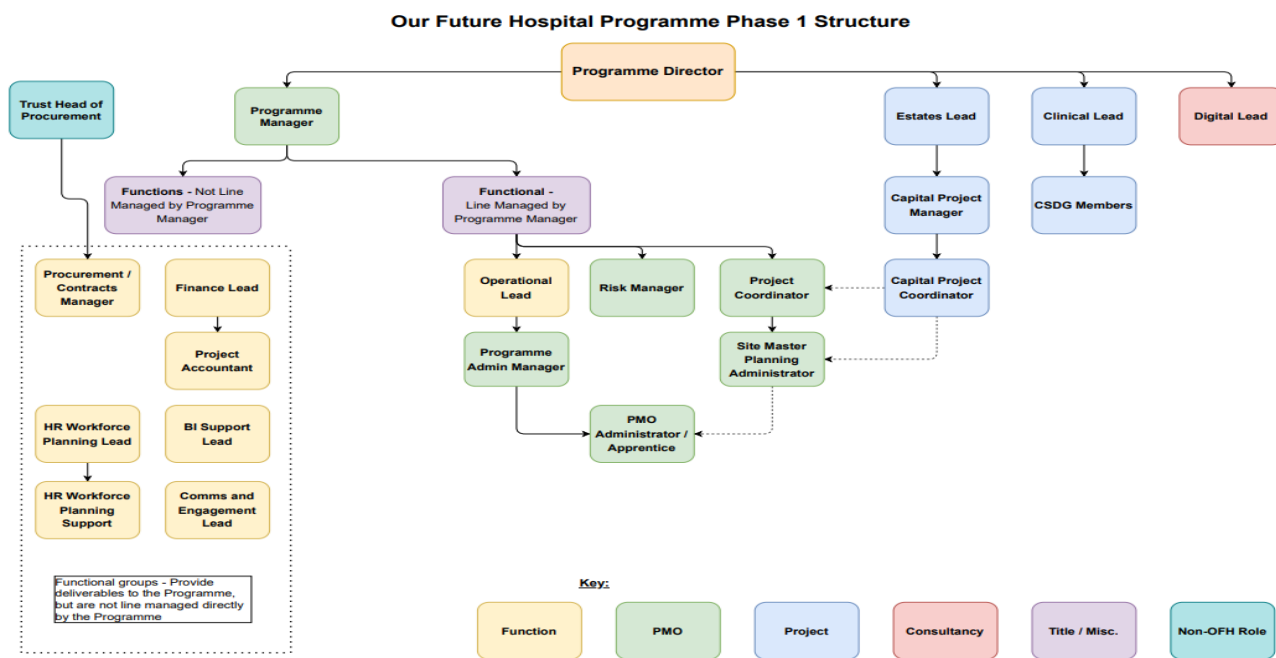
The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public on a day to day basis. This will include verbal, written and electronic media.

The post holder will be line-managed and tasked by the OFH Project but be professionally part of the Trust's Procurement Department.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
OFH Team	Suppliers, such as Healthcare advisors, architects, construction firms, cost consultants and engineering partners
Estates & Facilities	Other NHS Trust care providers
Procurement Department	National Association of Healthcare Safety & Risk Practitioners
Finance, Information and Performance	New Hospital Programme team
Clinical colleagues	
Operational staff	
Health & Safety Team	

ORGANISATIONAL CHART



FREEDOM TO ACT TO ACT

Provides specialist knowledge and guidance on a wide range of complex procurement and contracting issues supporting identification and escalation of risk and proactive implementation of contracting best practice, to ensure effective contracting, and systems are in place that enable high quality service provision for our service users and their carers.

Interprets national guidelines, legislation relevant to the role.

Works to general policies.

The postholder will have significant discretion when working within the defined parameters relevant to the role e.g. construction standards, procurement standards.

Make decisions autonomously, when required, on difficult and contentious issues where there may be a number of courses of action, working to tight and often changing timescales.

COMMUNICATION/RELATIONSHIP SKILLS

- Drafting of complex Statements of Work (SoWs), ensuring close alignment to business/project requirements and including deliverables, milestones, acceptance criteria, pricing, dependencies and assumptions.
- Chairing regular review meetings with the Contractor for assessing past performance and setting future targets. This involves maintenance of accurate records of all meetings.
- Establishing and maintaining effective communication to both technical and non-technical audiences, about difficult and/or complex matters.
- Delivers post tender debriefs to unsuccessful suppliers
- Communicates multi stranded procurement, contracting and performance strategic information to very Senior managers at Programme Board level and with internal and external parties to ensure the achievement of performance and programme objectives. This involves negotiation, diplomacy and undertaking presentations to OFH Programme Board, Operations Board etc, plus staff and key stakeholders often convey highly contentious and sensitive information, particularly relating to performance.
- Receives and translates highly complex procurement and contracting information into a language that can be understood by lay people.
- Responsible for writing briefs, specifications and reports across a range of subjects within the post holders remit for presentation to all levels of staff including the Board and external bodies.
- Providing expert support and negotiation in the resolution of complex contractual disputes and issues
- Leading on the management of significant performance issues and develop plans/strategies to manage performance issues
- Make decisions on high profile and complex negotiations using appropriate information and analysis, recommending solutions which may not always be popular, using leadership, persuasion and influencing skills to implement a solution to meet customer needs.
- Ability to communicate highly complex, sensitive, legally binding and contentious information across a range of internal and external stakeholders at all levels with Good negotiation and influencing skills
- Ability to undertake complex contract negotiations
- Provide professional support and procurement advice to Senior Managers, Clinicians and other Stakeholders and promote the benefits of effective and best procurement practice by influencing Senior Managers and Clinicians to embrace the innovative alternatives to contribute towards the overall strategic aim of improving quality of care.
- The ability to produce high quality, accurate and complex work, including legally binding documents such as leases and contracts, drawings, budget estimates and programs, within limited timescales.

ANALYTICAL/JUDGEMENTAL SKILLS

- Exercises complex decision making, detailed option analysis, recommending solutions using persuasion and influencing skills on strategic sourcing initiatives as required.
- Monitoring performance against service levels, recurring contract obligations and KPIs and initiating discussions with the Business and Finance on poor performance. The post holder takes early action

to tackle sub-standard Contractor performance, gaining commitment of the Contractor to resolve problems within agreed timescales and provides reports as required to the OFH Programme Manager and the OFH Programme Board on contract performance matters.

- Analysing, synthesising and presenting knowledge and information about multi-stranded or complex subjects and concepts to influence key decisions.
- Evaluation of complex bids in line with the defined specification.
- Chair tender evaluation panels; interpret and challenge ambiguous information, manage evaluator consensus, calculate comparative costs, savings, and scores across dissimilar bids, justify decisions and create appropriate adjudication records for highly complex bidding processes.
- Procurement of highly detailed, high value items, contracts and leases that require analysis, comparison and assessment.
- Ability to analyse highly complex facts and statistics for multi-million-pound procurement projects and develop and compare a range of options to meet a desired outcome. Ability to anticipate and resolve problems before they arise.
- Provide factual based challenge to perceived norms and existing assumptions and practice to ensure the best outcome for the Trust across its capital and property management function.
- Receive and translate instructions into a workable value for money brief/specification, discussing the procurement of highly detailed, high value items with the users, Finance, relevant Team members, Procurement to ensure that all concerns and requirements are captured to meet service requirements and current NHS and general legislation. Ensuring that the contracts provide value for money to the OFH Programme.
- Assess procurement risks, their impact, and recommend mitigating actions.

PLANNING/ORGANISATIONAL SKILLS

- Plan and implement new ways of working, facilitating collaborative working across the Trust.
- Be responsible for the effective planning, scheduling and delivery of a number of complex Estates and Facilities contracts relating to the OFH programme.
- Planning over the short, medium and long-term and adjustment of plans and resource requirements to respond to changing needs/circumstances
- Ensure projects and contracts are delivered on time, to quality standards and in a cost-effective manner, adjusting plans as needed.

PATIENT/CLIENT CARE

Incidental contact with patients.

POLICY/SERVICE DEVELOPMENT

- Where necessary, work with key staff to improve/consolidate performance against these targets.
- Ensure the implementation of relevant policies and procedures and guidelines.
- Proposes changes to policies relevant to area of own work but will impact across whole organisation.
- Continuous improvement of contract management processes
- Provide advice and guidance on procurement strategy and efficiency controls.

FINANCIAL/PHYSICAL RESOURCES

- To support the business in complying with the Royal Devon standing financial instructions and other controls and governance requirements, and that all necessary approvals are in place.
- Responsible for managing tendering for time-sensitive contracts worth many millions of pounds.
- Responsible for advising directors, budget holders and the Board on the suitability of multi-million pound potential contracts before signature.
- Managing costs and budgets for the managed contracted service. Manages the authorisation process for approving invoices including verification of amounts invoiced by the Contractor.
- To performance manage the contracts and escalate any concerns.

HUMAN RESOURCES
<ul style="list-style-type: none"> Responsible as line manager for Estates Administration role Provides specialist training on procurement and contracting to all levels of staff.
INFORMATION RESOURCES
<ul style="list-style-type: none"> Frequent requirement to use computer software to develop or create reports, documents Responsible for the specification and creation of databases and spreadsheets for the storage and manipulation of contract information for various uses
RESEARCH AND DEVELOPMENT
<ul style="list-style-type: none"> Occasionally undertakes complex surveys and audits related to procurement and contracting, ensuring compliance with current legislation and standards. Researches the supplier market, using national systems and regulatory procedures to engage potential suppliers within the national procurement regulations.
PHYSICAL SKILLS
<ul style="list-style-type: none"> Standard keyboard skills required for producing reports etc.
PHYSICAL EFFORT
<ul style="list-style-type: none"> Frequent requirement for sitting in a restricted position for a substantial proportion of the working time – desk work, driving etc. Requirements to access areas of buildings and building sites, to survey and inspect work. Driving to and from different sites may be required.
MENTAL EFFORT
<ul style="list-style-type: none"> There is frequent requirement for prolonged concentration when reviewing complex contract or procurement or performance documentation or producing reports.
EMOTIONAL EFFORT
<ul style="list-style-type: none"> Occasional direct exposure to distressing or emotional circumstances. E.g. imparting unwelcome news to contractors regarding tenders and performance issues.
WORKING CONDITIONS
Office conditions, VDU use for prolonged periods daily.
OTHER RESPONSIBILITIES
<p>Take part in regular performance appraisal.</p> <p>Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling and Fire Safety Training</p> <p>Contribute to, and work within, a safe working environment.</p> <p>You are expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.</p> <p>As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and / or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.</p> <ul style="list-style-type: none"> You must also take responsibility for your workplace health and wellbeing: When required, gain support from Occupational Health, Human Resources or other sources. Familiarise yourself with the health and wellbeing support available from policies and / or Occupational Health.

- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

GENERAL

This is a description of the job as it is now. We periodically examine employee job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

<p>Managing contractors, professional advisers and staff resources to achieve corporate objectives.</p> <p>Experience of working with healthcare professionals/previous experience in the NHS in an equivalent/similar field</p> <p>Experience of working with a Risk Management System</p> <p>Experience of producing and delivering reports explaining complex issues</p> <p>Experience of producing and delivering presentations to varied audiences</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>D</p>
<p>PERSONAL ATTRIBUTES</p> <p>Strong leadership, negotiation, communication and influencing skills.</p> <p>Team player with collegial working style and willingness to share responsibility.</p> <p>High levels of stamina and ability to concentrate on the most complex and challenging issues for extended periods of time</p> <p>Exemplary personal standards of conduct and behaviour.</p> <p>Self-motivated, with high work standards for self and others with drive and resilience.</p> <p>Highly developed verbal and written communication skills.</p> <p>Ability to work constructively and communicate with a wide range of professionals and staff at all levels</p> <p>Able to develop cost effective and straight forward systems to convey complex messages simply</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>OTHER REQUIREMENTS</p>		

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	NA				
Contact with patients	Y	X			
Exposure Prone Procedures	NA				
Blood/body fluids	NA				
Laboratory specimens	NA				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	NA				
Respiratory sensitisers (e.g isocyanates)	NA				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	NA				
Animals	NA				
Cytotoxic drugs	NA				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	NA				
Laser (Class 3R, 3B, 4)	NA				
Dusty environment (>4mg/m3)	NA				
Noise (over 80dBA)	NA				
Hand held vibration tools (=>2.5 m/s2)	NA				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	NA				
Driving	NA				
Food handling	NA				
Night working	NA				
Electrical work	NA				
Physical Effort	Y	X			
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	NA				
Challenging behaviour	Y		X		