

JOB DESCRIPTION

JOB TITLE:	SENIOR DIGITAL PROCUREMENT ADMINISTRATOR
BAND:	5 (TBC)
DEPARTMENT:	PROCUREMENT
DIRECTORATE:	DIGITAL
REPORTING TO:	DIGITAL ADMINISTRATION & PROJECT INITIATION LEAD
ACCOUNTABLE TO:	ASSOCIATE DIRECTOR – INNOVATION & TRANSFORMATION

JOB SUMMARY

The Senior Digital Administrator is a key role within the Procurement Team.

The post holder provides support or advice to the Senior Digital Procurement Manager and the team. The post holder is expected to provide support to the procurement team on procurement, contracts, equipment and service ordering and stock & supplies for digital services.

The role incorporates customer care, vendor or relationship management, operations and communications co-ordination. For all these functions, the post holder is expected to understand, meet or exceed their customers' requirements and have the ability to explain digital procurement related issues to non-Digital staff.

The Digital Procurement Team is responsible for the successful undertaking of procurement and contracting activities in relation to the digital portfolio and consists of staff with specialist knowledge to support the following functions:

- Digital Contracts
- Digital Procurement
- Digital Equipment & Service Ordering
- Digital Stock & Supplies
- Vendor & Supplier Management

The post holder is guided by national policy and regulations with responsibility to interpret the policy and ensure compliance.

KEY RESPONSIBILITIES

- Process Digital orders and user requests through the Trust ServiceDesk management system
- Raise requisitions and purchase orders through the Trust financial system
- Liaise with the Trust business partner and suppliers to process and resolve purchase order and invoicing queries.
- Receive supplier deliveries and log assets on Trust racking systems.
- Prepare orders for collection or delivery and keep end users informed.
- Work within the Procurement Department, encouraging knowledge sharing across that team to promote continual improvement in quality, performance and delivery of Trust objectives



- Support the team in the management and appointment of suppliers in relation to contracting at every stage of the process be that procurement of new services and goods or management of existing contracts
- Build and maintain robust and advantageous relationships with suppliers and vendors enabling speed and resilience of service and suppliers
- Adopt best practice within the digital teams to ensure high level of compliance with Trust SFIs and relevant legal frameworks
- Support in the resolution of issues that have been raised with the department from internal and external stakeholders and operational departments
- Support in the development of a fully integrated, robust and effective supply chain ensuring maximised logistical performance.
- Support in the development of performance indicators as an aid to maximising the effective delivery of digital services.
- Support in the implementation of the aims, initiatives and tactical objectives of the Trust Procurement Strategy.
- Support the team on designated project work with clinicians and managers to ensure effective contract management and contract compliance for all goods and services in relation to digital

MAIN DUTIES AND RESPONSIBILITIES	
Human Resources	<ul style="list-style-type: none"> • Where appropriate support the Manager in the staff recruitment process in an organised and timely manner • Using Health Roster record sickness, absence and leave requests in line with Trust policy • Assist new staff during the induction programme • Work with colleagues to ensure a supportive environment • Provides training in own area as required
Performance and Quality	<p>Service Delivery and Improvement</p> <ul style="list-style-type: none"> • Contribute to the development of specialist training materials and documentation for the training of procurement team members and other members of the Digital Department as appropriate, for example Deskside team staff. • Support the Senior Digital Procurement Specialists in the delivery of the education of digital staff in teams across the service in relation to contracting and procurement. • Support the Senior Digital Procurement Manager to analyse and evaluate tender returns, using appropriate evaluation methods, to deliver evidenced compliance. • Support the Senior Procurement Specialists in the standard tendering and contracting activity, developing Terms & Conditions as necessary in relation to digital. • Support in the monitoring of purchasing trends to develop strategies to optimise the ability to reduce cost and enhance value for money.



	<ul style="list-style-type: none"> • Support the Senior Digital Procurement Manager in the preparation of procurement papers and presentations for Digital and Trust Senior Teams, Boards and Committees. • Support in the preparation of the contract documentation and let contracts in line with Trust Policies and Procedure. • Provide accurate and up to date advice to all work streams under the Digital Portfolio to achieve maximum efficiency in the procurement processes while ensuring compliance with existing guidelines and regulation. • Support the team in the continued rationalisation and standardisation of products and services across the Trust. • Adopt best practices and encourage other organisations and suppliers to support innovation and cost reduction initiatives. • Maintain knowledge of changing market conditions and technologies that enable efficiencies and service development. • Ensure an evidence based approach to relevant audit/and or evaluation work on all aspects of quality improvement. • Gather benchmarking. <p>Risk Management and Governance</p> <ul style="list-style-type: none"> • Work collaboratively with colleagues to ensure that effective governance arrangements and performance management systems are in place. • Work collaboratively with colleagues to ensure that all risks are identified and included as appropriate on the organisational risk register and are progressed appropriately to reduce the risk profile. • Work collaboratively with colleagues to address complaints and incidents appropriately, learning from such events to ensure that learning is achieved across the department. <p>Corporate</p> <ul style="list-style-type: none"> • Use knowledge and experience to ensure that decisions taken are in the Trust's best interests. • Work with colleagues to facilitate corporate and service line performance through realistic, cross referenced and measurable objectives. • Put the interests of the Trust before any interest to a specific area of responsibility and participate fully in the department's collective decision-making as a team member rather than as a functional or professional advocate. • Act as an ambassador for the procurement team, ensuring the positive development of the service brand, championing the Trust's values.
Financial and Physical Resources	The role has no budget responsibility in relation to the management of operational activities.



	<ul style="list-style-type: none"> • Support the department to meet the required performance standards. • Responsible for the safe use of equipment associated with the service team across the Trust. • Where appropriate act as a liaison point with the Trust's finance department.
Personal Skills and Qualities	<ul style="list-style-type: none"> • Good analytical and problem-solving skills. • High level of attention to detail. • Able to work independently, using own initiative and as part of a team. • Ability to organise and prioritise own workload and adjust plans as required • Able to work flexibly to meet the demands of the role • Willingness to maintain and acquire new skills • Ability to analyse complex data/information, problem solve and make judgements/draw conclusions • Able to work independently, using own initiative and as part of a team • High level of attention to detail • Able to communicate complex and sensitive information and use persuasion, influencing and negotiation to achieve positive outcome • Ability to embrace and drive change • Able to work flexibly to meet the demands of the role

JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..

Statement on Employment Policies

In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-

Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.



We care

We respect

We are inclusive

	For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
Dealing With Harassment/ Bullying In The Workplace	<p>The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.</p> <p>The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.</p>
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	<p>As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
General Data Protection Regulation (GDPR)	<p>To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR.</p> <p>As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.</p>
Safeguarding	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
Service User and Carer Involvement	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's



	approach to quality through quality improvement projects and quality assurance.
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	<p>Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities:</p> <p>Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p> <p>Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy.</p> <p>Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>

PERSON SPECIFICATION

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BAND:	5 (tbc)
DEPARTMENT:	PROCUREMENT
DIRECTORATE:	DIGITAL
REPORTING TO:	SENIOR DIGITAL ADMINISTRATION PROCUREMENT MANAGER
ACCOUNTABLE TO:	ASSOCIATE DIRECTOR – INNOVATION & TRANSFORMATION

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/	<ul style="list-style-type: none"> Relevant Digital Degree or equivalent knowledge and relevant experience in speciality 	E	S/I



Training	<ul style="list-style-type: none"> Evidence of continued professional development 	E	S/I
	<ul style="list-style-type: none"> Recognised qualifications associated to the role 	D	S/I
Experience	<ul style="list-style-type: none"> Experience of working in digital and/or procurement department within a healthcare environment 	E	S/I
	<ul style="list-style-type: none"> Experience within a commercial or public sector environment 	E	S/I
	<ul style="list-style-type: none"> Working within a Digital Procurement/Contracting environment 	D	S/I
	<ul style="list-style-type: none"> Proven experience of delivering digital contracting activities 	D	S/I
	<ul style="list-style-type: none"> Delivering and presenting information to stakeholders 	E	S/I
	<ul style="list-style-type: none"> Demonstrable commitment to partnership working with a range of organisations including suppliers and other NHS/Social sector organisations 	E	S/I
	<ul style="list-style-type: none"> Supporting service changes to improve performance 	E	S/I
	<ul style="list-style-type: none"> Identifying and interpreting national policy and proposing required changes 	D	S/I
Knowledge and Skills	<ul style="list-style-type: none"> Knowledge of procurement strategy, negotiating and purchasing skills 	E	S/I
	<ul style="list-style-type: none"> Knowledge of digital/systems based contracts 	D	S/I
	<ul style="list-style-type: none"> Ability to articulate end-user requirements into market-ready documents that enable the procurement of services and goods 	D	S/I
	<ul style="list-style-type: none"> Ability to analyse issues where material is conflicting and drawn from multiple sources (verbal, written and numerical). 	E	S/I
	<ul style="list-style-type: none"> Ability to build trusted stakeholder relationships. 	E	S/I
	<ul style="list-style-type: none"> Ability to analyse numerical and written data, assess options and draw appropriate initiatives 	E	S/I
	<ul style="list-style-type: none"> Demonstrated capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales 	E	S/I
	<ul style="list-style-type: none"> Working knowledge of Microsoft Office with advanced keyboard skills. 	E	S/I
	<ul style="list-style-type: none"> Understanding of change management 	E	S/I
	<ul style="list-style-type: none"> Understanding of service improvements and project delivery 	D	S/I



	<ul style="list-style-type: none"> • Good interpersonal skills, including active listening and understanding. • Good communication (written and verbal) and presentation skills. • Ability to prioritise and plan use of resources • Ability to develop/design policies, protocols and able to analyse, interpret data and report in a variety of different styles. • Understanding of Information Governance, Digital Security and confidentiality • Understanding of the Strategic aims and priorities of the Trust. • Understanding the benefits of Digital Technology to Trust staff. • Knowledge of the Digital strategy • Understanding of risk management and governance 	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>E</p>	<p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p>
Personal	<ul style="list-style-type: none"> • Good analytical and problem solving skills – ability to analyse complex data/information and make judgements/draw conclusions • Ability to work independently, using own initiative and as part of a team • Strong communication skills both written and verbal – able to communicate complex and sensitive information and use persuasion, influencing and negotiation • Ability to embrace and drive change • Ability to organise and prioritise own workload and that of others and adjust plans as required both in the short and long term • Able to work flexibly to meet the demands of the role 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p>

S: Shortlisting I: Interview T: Test

