

JOB DESCRIPTION

JOB TITLE:	SENIOR DIGITAL PROCUREMENT SPECIALIST
BAND:	7 (TBC)
DEPARTMENT:	DIGITAL PROCUREMENT
DIRECTORATE:	DIGITAL
REPORTING TO:	SENIOR DIGITAL PROCUREMENT MANAGER
ACCOUNTABLE TO:	ASSOCIATE DIRECTOR (INNOVATION & TRANSFORMATION)

JOB SUMMARY

The Senior Digital Procurement Specialist is a key member of the Digital Procurement team.

The post holder is highly specialist and provides support or advice to the Senior Digital Procurement Manager and the team. The post holder is expected to be the knowledge repository or "go-to-person" for providing expertise 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 complex 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.

The post holder will take a lead role in specialist projects in relation to digital procurement across clinical and non-clinical areas.

The Senior Digital Procurement specialist will support the programme teams in the planning of projects and liaise or work alongside internal stakeholders and other technical experts to do so.

KEY RESPONSIBILITIES



- Be the responsible escalation point of contact for the management of processing Digital orders and user requests through the Trust ServiceDesk management system.
- Be the responsible escalation point of contact for the management of raising requisitions and purchase orders through the Trust financial system
- Actively engage with the Trust business partner and suppliers to process and resolve purchase orders and invoicing queries.
- Responsible for supplier deliveries and ensuring team members log assets on Trust tracking systems.
- Responsible for all orders, collection, or delivery, and ensuring team members keep end users informed.
- Work as a specialist within the Procurement Department, encouraging knowledge sharing across that team to promote continual improvement in quality, performance, and delivery of Trust objectives
- Work collaboratively and proactively with Finance, Contracts, and the digital department to create and manage a contracts register including maintenance renewals by supplier, expiry date, costings, contract details.
- Develop and maintain a contracts register alerts process for contract owners to action new / renewals of agreements.
- Proactively examine current contracts to assess the potential to improve efficiency, quality and value for money, reducing waste.
- Build and manage a Digital Service Catalogue of persona based standard end user devices and peripherals, considering quality and value for money including implementing a life cycle review process on all items.
- Provide visible leadership and promote continual improvement in quality, performance and delivery of Trust objectives
- 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
- Endorsing best practice within the digital teams to ensure high levels of compliance with Trust SFIs (Standing Financial Instructions) and relevant legal frameworks
- Resolving challenging and complex issues that have been raised with the department from internal and external stakeholders and operational departments
- Assist in the development of a fully integrated, robust, and effective supply chain ensuring maximised logistical performance.
- Assist in the development of performance indicators as an aid to maximising the effective delivery of digital services.
- Assist in the development and implementation the aims, initiatives, and tactical objectives of the Trust Procurement Strategy.
- Lead, innovate and initiate designated project work with clinicians and managers to ensure effective contract management and contract compliance for all goods and services as they relate to Digital
- Deputise for the Senior Digital Procurement Manager as required

MAIN DUTIES AND RESPONSIBILITIES	
Management/ Leadership	<ul style="list-style-type: none"> • Provide visible operational leadership and promote continual improvement in quality, performance and delivery of Trust objectives • Responsible for managing aspects of service delivery within the digital procurement team to agreed quality standards and within the resource or income base available. • Develop processes in collaboration with the Senior Digital Procurement manager to jointly manage the business, delivery and development of services • Lead on the development, implementation, establishment, and review of performance management systems within the Digital Procurement team. It is critical that this is done collaboratively with other leads within the Innovation and Transformation service and across the Digital department. • Assist in the prioritisation of workload for the digital procurement team as required to meet business needs and customer requirements • Lead, mentor and motivate staff within digital procurement team to deliver and improve services
Human Resources	<ul style="list-style-type: none"> • Work collaboratively with the Senior Digital Procurement manager and the digital leadership team to ensure effective workforce planning that meets the needs of both current and future service developments. • Develop & coach less experienced members of the team when required • Provide support for the induction of new starters to the team
Performance and Quality	<p>Service Delivery and Improvement</p> <ul style="list-style-type: none"> • Responsible for 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. • Educate digital staff in teams across the service in relation to contracting and procurement. • Communicate and promote the Trust's Digital Portfolio facilitating good understanding and adoption of changes to the Trust processes and Standard Operating Procedures. • In collaboration with Senior Digital Procurement Manager, prioritise, introduce and implement new procurement procedures as initiated at a National level (related to Digital), feeding back on behalf of the Trust as appropriate. • Support the Senior Digital Procurement Manager to analyse and evaluate tender returns, using appropriate evaluation methods, to deliver evidenced compliance. • Undertake standard tendering and contracting activity, developing Terms & Conditions as necessary in relation to digital.

	<ul style="list-style-type: none"> • Monitor purchasing trends to develop strategies to optimise the ability to reduce cost and enhance value for money. • Assist the Senior Digital Procurement Manager in the preparation of procurement papers and presentations for Digital and Trust Senior Teams, Boards and Committees. • Produce contract documentation and let contracts in line with Trust Policies and Procedure. • Ensure accurate and up to date advice is available to all work streams under the Digital Portfolio to achieve maximum efficiency in the procurement processes while ensuring compliance with existing guidelines and regulation • Lead change to support 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. • Assist in the management and development of purchasing information systems to facilitate efficient ordering of goods and services within the Trust as they relate to digital services. • 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 • Ensure that service delivery standards are achieved <p>Risk Management and Governance</p> <ul style="list-style-type: none"> • Lead a culture within digital procurement team that ensures that all technical and operational employees comply with Trust policies and guidelines • Support the digital procurement lead and other team leads in the delivery of the governance plan for the department • 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 – lead the learning from such events to ensure that learning is achieved across the department <p>Corporate</p> <ul style="list-style-type: none"> • Use specialist knowledge and experience to ensure that decisions taken are in the Trust’s best interests • Work with colleagues to facilitate corporate and divisional
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	<p>performance through realistic, cross referenced and measurable objectives</p> <ul style="list-style-type: none"> • 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 • Hold a 'corporate' leadership role for delivery of cross cutting agendas that defines ways of working between directorates and shapes individual and joint roles across the organisation • Work in partnership with colleagues across the Trust to drive the achievement of the Trust's corporate goals and business plan, including the achievement of all the relevant performance standards incorporating quality, safety, contractual, financial and people • Act as an ambassador for the Trust, ensuring the positive development of the Trust brand, championing the Trust's values
<p>Financial and Physical Resources</p>	<ul style="list-style-type: none"> • Ensure compliance with the Trust's Standing Orders and Standing Financial Instructions, and National and EU legislation • Promote customer and staff awareness of the Trust's Standing Financial Instructions, Standing Orders and other supply chain related policies and procedures, ensuring these are adhered to. • Ensure the department meets the required performance standards • Work collaboratively with the Senior Digital Procurement Manager to lead the department in the development of cost improvement plans and their implementation as part of financial recovery processes • Develop capital and revenue business cases for submission to the Associate Director (Innovation & Transformation) for the relevant committees
<p>Personal Skills and Qualities</p>	<ul style="list-style-type: none"> • Good analytical and problem-solving skills – ability to analyse highly complex data & sensitive information making high level judgements with appropriate timely responses to both planned and unexpected demands • Elevated level of attention to detail • Ability to work independently and make autonomous decisions • Effective communication skills both written and verbal – able to provide and receive complex, sensitive information and use persuasion, influencing and negotiation with individuals and groups including key internal and external stakeholders such as Managers and 3rd party suppliers • Ability to embrace, lead and drive change • Ability to organise, prioritise own workload, and adjust plans as required both in the short and long term • Able to work flexibly to meet the demands of the role • Powerful desire to improve performance and services • Ability to develop and maintain effective working relationships

	with peers and management across the organisation
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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 promoting 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. 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	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. 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. Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.
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	As an employee of the Trust the post-holder may have access to



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	<p>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	<p>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.</p>
Service User and Carer Involvement	<p>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.</p>
Personal Development	<p>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.</p>
Quality Improvement	<p>The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.</p>
Professional Standards	<p>To maintain standards as set by professional regulatory bodies as appropriate.</p>
Conflict of Interests	<p>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.</p>
Risk Management	<p>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.</p>
Personal and Professional Development/Investors in People	<p>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.</p>
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: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be</p>

	<p>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. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>
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PERSON SPECIFICATION

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BAND:	7 (TBC)
DEPARTMENT:	PROCUREMENT
DIRECTORATE:	DIGITAL
REPORTING TO:	SENIOR DIGITAL PROCUREMENT MANAGER
ACCOUNTABLE TO:	ASSOCIATE DIRECTOR – INNOVATION & TRANSFORMATION

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	• Educated to Degree level or equivalent experience	E	S/I
	• Professional procurement qualification such as CIPS	E	S/I
	• Digital Service / project management qualification or equivalent experience e.g., ITIL / PRINCE2	E	S/I
	• Evidence of continued professional development	E	S/I
	• Diploma or technical qualification related to role	D	S/I
	Experience	• Experience within a commercial or public sector environment	E
• Demonstrated expertise in a Digital Procurement/Contracting environment		E	S/I
• Proven experience of leading and delivering digital contracting activities		E	S/I
• Experience of delivering and presenting complex information to large groups of stakeholders		E	S/I
• Demonstrable commitment to partnership working with a range of organisations including suppliers and other NHS/Social sector organisations		E	S/I
• Leading service changes to improve performance		E	S/I
• Identifying and interpreting national		E	S/I

	<ul style="list-style-type: none"> • Ability to work independently, using own initiative and as part of a team 	E	S/I
	<ul style="list-style-type: none"> • Persuasive communication skills both written and verbal – able to communicate complex and sensitive information and use persuasion, influencing and negotiation 	E E	S/I S/I
	<ul style="list-style-type: none"> • Ability to embrace and drive change 	E	S/I
	<ul style="list-style-type: none"> • Ability to organise and prioritise own workload and that of others and adjust plans as required both in the short and long term 	E	S/I
	<ul style="list-style-type: none"> • Able to work flexibly to meet the demands of the role 	E	S/I

S: Shortlisting I: Interview T: Test



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