

JOB DESCRIPTION



Supply Chain

CATEGORY MANAGER - FINAL

CATEGORY MANAGER - FINAL

Specialist Professional | Category Management | Category Management

ABOUT THE COMPANY

About NHS Supply Chain

NHS Supply Chain is a part of the NHS family, and our role is to source, deliver and supply healthcare products, services and food for NHS trusts and healthcare organisations across England and Wales. In all, we serve every NHS Trust and operate a national network of distribution centres. We also manage relationships with more than 1000 suppliers, delivering more than 8,000,000 orders each year to more than 17,000 locations.

By doing all of this on behalf of the NHS, this gives NHS staff more time to focus on their main priority of providing excellent patient care.

NHS Supply Chain's management function is called Supply Chain Coordination Limited (SCCL) which is wholly owned by NHS England and overseen by a Board of directors. We are currently developing our new operating model which will be published in 2023

JOB PURPOSE

The Category Manager will develop and implement a specific category or product group strategy to improve the supply chain, reduce risk, create competitive advantage and deliver cost savings. Through a focus on product range, offers and how products are brought to market, and in close collaboration with key stakeholders, create product groups that maximize value both for customers and the organization.

RESPONSIBILITIES

Category Management

Manage a category plan/program in line with the organizations' purchasing/ procurement and/or sales strategy ensuring realization of synergies, like cost savings and risk-reduction, and/or optimization of the category profit, while reporting to senior colleagues.

Stakeholder Engagement

Contribute to stakeholder engagement through identifying stakeholders, finding out their needs/issues/concern and reacting to these by arranging meetings and events and drafting supporting materials to promote understanding and commitment.

Information and Business Advice

Resolve queries from internal or external customers or suppliers by providing information on complex processes and the related policies, referring to others where necessary for interpretation of policy.

Horizon Scanning

Explore and develop a basic understanding of external developments or emerging issues and contribute to the evaluation of their potential impact on, or usefulness to, the organization.

Market Access

Help senior colleagues build and optimize relationships and interactions with external and internal stakeholders, including key decision makers, regulators, public organizations, governmental institutions, insurance companies, providers, professional communities, and customer/client/patient groups, using stakeholder management systems and protocols.

Stakeholder Needs Clarification

Set clear objectives for each category; use standard materials to make a presentation to the customer; and ask relevant questions to evaluate the customer's level of interest and to identify and respond to areas requiring further information or explanation.

Data Collection and Analysis

Conduct research using primary data sources and select information needed for the analysis of key themes and trends.

Personal Capability Building

Develop own capabilities by participating in assessment and development planning activities as well as formal and informal training and coaching; gain or maintain external professional accreditation where relevant to improve performance and fulfill personal potential. Maintain an understanding of relevant technology, external regulation, and industry best practices through ongoing education, attending conferences, and reading specialist media.

Performance Management

Develop and propose own performance objectives; take appropriate actions to ensure achievement of agreed objectives, using the organization's performance management systems to improve personal performance.

Leadership and Direction

Communicate the local action plan; explain how this relates to the function's strategy and action plan, and the broader organization's mission and vision; motivate people to achieve local business goals.

BEHAVIORAL COMPETENCIES **Manages Complexity**

Makes sense of complex, high quantity, and sometimes contradictory information to effectively solve problems. For example, consistently looks at complex issues from many angles; obtains a rich and deep understanding; swiftly cuts to the core issue; skillfully separates root causes from symptoms.

Communicates Effectively

Develops and delivers multi-mode communications that convey a clear understanding of the unique needs of different audiences. For example, disseminates knowledge, insights, and updates in a polished, precise, and compelling manner. Demonstrates a deep interest in others' comments. Creates rich documents and reports.

Interpersonal Savvy

Relates openly and comfortably with diverse groups of people. For example, takes time to build rapport in meetings; speaks about common interests and priorities; shows tact and sensitivity in difficult interpersonal situations. Maintains productive relationships with a wide variety of people and from a range of backgrounds.

Nimble Learning

Learns through experimentation when tackling new problems, using both successes and failures as learning fodder. For example, shows a clear desire to learn and questions others to gain new knowledge. Deals appropriately with first-time or unusual problems; seeks relevant guidance and support. Learns from mistakes.

Balances Stakeholders

Anticipates and balances the needs of multiple stakeholders. For example, ensures that own efforts meet the needs and requirements of internal and external stakeholders. Works to identify all relevant issues and satisfy the interests of multiple stakeholders during the decision-making process.

Decision Quality

Makes good and timely decisions that keep the organization moving forward. For example, knows when to act independently and when to escalate issues. Integrates various inputs, decision criteria, and trade-offs to make effective decisions. Typically makes good independent decisions.

Persuades

Uses compelling arguments to gain the support and commitment of others. For example, convinces others through a variety of means and methods of persuasion, including well-reasoned rationale. Recognizes when compromise is necessary and shifts approach to accommodate others.

Situational Adaptability

Adapts approach and demeanor in real time to match the shifting demands of different situations. For example, takes steps to adapt to changing needs, conditions, priorities, or opportunities. Understands the cues that suggest a change in approach is needed; adopts new behaviors accordingly.

BE THE DIFFERENCE Cultivates Innovation

Creates new and better ways for the organization to be successful. For example, demonstrates openness to new ideas and ways of looking at things; suggests new and useful ideas or solutions. Learns innovative methods, tools, and technology and applies them to work tasks.

Ensures Accountability

Holds self and others accountable to meet commitments. For example, tracks performance and strives to remain effective, learning from both successes and failures. Readily takes on challenges or difficult tasks and has reputation for delivering on commitments.

Plans and Aligns

Plans and prioritizes work to meet commitments aligned with organizational goals. For example, strengthens alignment and coordination between own work and others', providing well-sequenced activities and exact time frames. Foresees

and resolves many potential bottlenecks and delays.

Collaborates

Builds partnerships and works collaboratively with others to meet shared objectives. For example, readily involves others to accomplish goals; stays in touch and shares information; discourages "us versus them" thinking; shows appreciation for others' ideas and input.

Optimizes Work Processes

Knows the most effective and efficient processes to get things done, with a focus on continuous improvement. For example, uses metrics and benchmarks to monitor accuracy and quality. Takes steps to make methods productive and efficient. Promptly and effectively addresses process breakdowns.

Organizational Savvy

Maneuvers comfortably through complex policy, process, and people-related organizational dynamics. For example, gains a basic understanding of how to get things done; seeks guidance to understand the organization and to find needed information. Works in a way that basically aligns with the culture.

Customer Focus

Builds strong customer relationships and delivers customer-centric solutions. For example, keeps in contact with customers to ensure problems are resolved, or to improve customer service. Studies customer feedback and emerging customer needs and uses these to determine some creative new ideas.

Self-Development

Actively seeks new ways to grow and be challenged using both formal and informal development channels. For example, creates a development plan that states clear goals and the tactics to achieve them. Gathers information on where to focus. Makes efforts to apply new skills on the job.

EDUCATION

General Education

Bachelor's Degree or Equivalent Level

EXPERIENCE

General Experience

Experience enables job holder to deal with the majority of situations and to advise others (Over 3 years to 6 years)

Managerial Experience

Basic experience of coordinating the work of others (4 to 6 months)

ABOUT KORN FERRY

Korn Ferry is a global organizational consulting firm. We work with organizations to design their organizational structures, roles, and responsibilities. We help them hire the right people and advise them on how to reward, develop, and motivate their workforce. And we help professionals navigate and advance their careers.

v1.10.13