

JOB DESCRIPTION



Supply Chain

SUPPLIER MANAGER - FINAL- COMM/SM

SUPPLIER MANAGER - FINAL- COMM/SM

Functional Mid Level Manager | 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 Supplier Manager is the active management of an organisation's suppliers to maximize value over the full relationship life cycle. SRM shapes the approaches and processes for interaction with suppliers across the enterprise. SRM provides a structure by which supplier relationships are defined, governed, and improved to realise value in keeping with the strategic objectives of the business and for the mutual gain of both parties. Frequent interactions and close relationships with suppliers can have a positive effect on the exchange and flow of information and knowledge. This leads to improved processes and performance, mitigation of risk and value creation.

The post holder will lead a team of focused Supplier Managers responsible for the creation, ownership, and lead on joint business planning with their portfolio of S/P/K suppliers via Relationship Management Plans (including supplier

engagement strategies) ensuring adequate capability and capacity is available. The post holder will provide training and upskilling on SRM principles and practice to ensure a standardised approach is maintained across the team and the wider business.

The post holder is responsible for building and shaping the Supplier Relationship Management programme for NHS Supply Chain activities and ensuring strong and collaborative relationships with Strategic, Preferred & Key suppliers.

RESPONSIBILITIES

Supply Chain Management

Carry out a range of supplier management activities, either to support others or to fulfill the requirements of the role.

Supplier Management

Monitor, review, and highlight any gaps in the performance of a portfolio of smaller suppliers to recommend and ensure delivery of improvements by suppliers or to renegotiate or change contract/supplier.

Continuous Improvement

Review existing operations in own area of work and implement innovation processes to generate new ideas and ensure continuous improvements are delivered.

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.

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.

Stakeholder Management

Plan and deliver stakeholder engagement activities to develop effective project working relationships and to ensure that stakeholder needs and concerns are

identified and met.

External Communications

Help others get the most out of external communications systems by offering support and advice.

BEHAVIORAL COMPETENCIES Ensures Accountability

Holds self and others accountable to meet commitments. For example, measures and tracks team's and own performance, and helps the team learn from success, failure, and feedback. Adheres to, and enforces, goals, policies, and procedures.

BE AUTHENTIC Instills Trust

Gains the confidence and trust of others through honesty, integrity, and authenticity. For example, is consistently honest and straightforward; shares uncomfortable information in a clear and helpful manner. Maintains high ethical standards and professional codes of conduct.

BE INCLUSIVE Values Differences

Recognizes the value that different perspectives and cultures bring to an organization. For example, confronts stereotyping and offensive comments promptly. Consistently behaves with great sensitivity toward differences in cultural norms, expectations, and ways of communicating.

BE THE DIFFERENCE Cultivates Innovation

Creates new and better ways for the organization to be successful. For example, approaches professional work in unique or innovative ways. Offers original ideas. Appreciates others' creative ideas and solutions and provides helpful input to enhance them.

BE ENTERPRISING Strategic Mindset

Sees ahead to future possibilities and translates them into breakthrough strategies. For example, keeps up to date on current and future industry trends and market forces and considers these when making decisions. Clearly identifies and prioritizes efforts and initiatives to have the greatest strategic impact on the organization.

BE DRIVEN Drives Vision and Purpose

Paints a compelling picture of the vision and strategy that motivates others to action. For example, explicitly articulates the core purpose of own work and consistently acts in alignment with that. Finds unique ways to contribute to the organization's vision and to the workgroup's mission.

Plans and Aligns

Plans and prioritizes work to meet commitments aligned with organizational goals. For example, stays focused on plans and improvises in response to changes, including risks and contingencies. Aligns own team's work with other workgroups'. Looks ahead to determine and obtain needed resources to complete plans.

Manages Complexity

Makes sense of complex, high quantity, and sometimes contradictory information to effectively solve problems. For example, looks at complex issues from multiple angles; explores issues to uncover underlying issues and root causes; sees the main consequences and implications of different options.

Communicates Effectively

Develops and delivers multi-mode communications that convey a clear understanding of the unique needs of different audiences. For example, tailors communication content and style to the needs of others. Pays attention to others' input and perspectives, asks questions, and summarizes to confirm understanding.

Drives Results

Consistently achieves results, even under tough circumstances. For example, emphasizes the importance of results; encourages a sense of urgency in others; challenges poor outcomes or unproductive behaviors. Provides assistance or encouragement to help others over obstacles.

Financial Acumen

Interprets and applies key financial indicators to make better business decisions. For example, provides rich and rigorous forecasts of the financial implications of ideas and opportunities. Makes well-balanced decisions regarding expenditures that take into account multiple considerations.

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.

Builds Networks

Effectively builds formal and informal relationship networks inside and outside the organization. For example, makes connections to help people build their own networks; offers insights about internal and external contacts. Leverages networks to remain aware of industry developments and widen own sphere of influence.

Builds Effective Teams

Builds strong-identity teams that apply their diverse skills and perspectives to achieve common goals. For example, connects with others on team projects and leverages their strengths and knowledge to deliver the best possible results. Champions the decisions of the team and operates in a way that builds team spirit.

Customer Focus

Builds strong customer relationships and delivers customer-centric solutions. For example, digs deeply into customer feedback and drives the innovations that can enable the organization to better meet customers' future needs. Frequently adjusts approach to ensure customer needs are met and to improve service.

Business Strategy

Applies knowledge of business and the marketplace to advance the organization's goals. For example, clearly understands how own activities relate to critical business drivers. Monitors business news and market changes for impact on the business or on own expertise area; uses this to shape decisions.

SKILLS

Action Planning

Applies expertise to act as the organizational authority on developing appropriate plans or performing necessary actions based on recommendations and requirements.

Planning and Organizing

Uses expertise to act as organizational authority on planning, organizing,

prioritizing and overseeing activities to efficiently meet business objectives.

Project Management

Uses comprehensive knowledge and skills to work independently while guiding and training others on managing projects and/or programs within desired cost, time and quality parameters.

Project Change Management Plan, Project Charter, Project Management Plan, Project Requirements Management Plan, Project Requirements Verification Plan, Project Resource Management Plan, Project Schedule, Project Schedule Baseline, Project Scope Statement, Project Change Log/Register

Data Control

Acts as the organizational authority and established expert on acquiring, organizing, protecting and processing data to fulfill business objectives.

Adaptive Mindset

Works at an advanced level to shift into and out of a mental mindsets associated with assessing the facts and circumstances of the current situation and/or environment and making the appropriate/innovative adjustments to thinking and work habits to thrive in any scenario. Typically works independently and provides guidance.

Adapts existing tools and techniques to existing situation, Adapts to changing goals / objectives, Entrepreneurial spirit, Focuses on simplicity when addressing the customer

Assessment

Uses comprehensive knowledge and skills to work independently while providing guidance and training to others on analyzing data from multiple sources to draw appropriate conclusions and make suitable recommendations.

Data Collection and Analysis

Works independently and provides guidance and training to others on analyzing data trends for use in reports to help guide decision making.

Negotiation

Uses comprehensive knowledge and skills to negotiate independently while providing guidance and training to others on how to help the organization by

obtaining consensus between two or more internal or external parties who may have different interests.

Policy and procedures

Uses comprehensive knowledge and skills to work independently while providing guidance and training to others on developing, monitoring, interpreting and understanding policies and procedures, while making sure they match organizational strategies and objectives.

Policy Development and Implementation

Uses comprehensive knowledge and/or skills to develop and implement policies while providing guidance and training to others.

Procurement Process Management

Uses comprehensive knowledge and skills to act independently while guiding and training others on managing the entire procurement process from start to finish.

Reporting

Applies comprehensive knowledge and skills to work independently while providing guidance and training to others on creating relevant, lucid and effective reports.

Strategic Planning

Applies comprehensive knowledge and/or skills to independently engage in strategic planning.

Traffic and Vehicle Planning

Uses comprehensive knowledge and skills to act independently while guiding and training others on how to optimize the deployment and use of vehicles and other types of movable infrastructure.

Workflow Management

Works at an advanced level to orient work in a workflow to plan, organize, and execute the steps it takes to achieve a goal to achieve higher efficiencies. Typically works independently and provides guidance.

Kanban Board (Workflow Management), Workflow Management

EDUCATION

General Education

Master's Degree or Equivalent Level

EXPERIENCE

General Experience

Wide and deep experience providing expert competence (Over 10 years to 15 years)

Managerial Experience

Experience of planning, managing and organizing resources within short / medium timescales within the overall policy framework. (Over 6 years to 10 years)

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