

## ROLE PROFILE

|                    |                           |
|--------------------|---------------------------|
| <b>Job Title:</b>  | Category Manager          |
| <b>Grade:</b>      | Service Specialist C (B7) |
| <b>Department:</b> | Procurement (Clinical)    |
| <b>Reports to:</b> | Senior Category Manager   |

## Our Values & Behaviours



### QUALITY IS THE PRIORITY

We put **quality** at the heart of everything we do and are tenacious in pursuing excellence



### ACCOUNTABILITY IS THE FOUNDATION

We are **accountable** and deliver services that we are proud of



### WORKING TOGETHER GETS IT DONE

We **work together** as one team and collaboratively with our customers



### POSITIVE ENERGY DELIVERS RESULTS

We are **passionate** about what we do and openly express the pride we have in working for KFM

## About KFM

KFM is a provider of healthcare support services. The purpose of KFM is to partner with and support healthcare providers in providing world class patient care, with all profits and cost savings reinvested in the NHS.

KFM provides an end-to-end managed service, covering all clinical areas & specialities and procuring and supplying all clinical supplies, medical equipment plus maintenance, training and technical support and outpatient pharmacy dispensing services.

KFM is a Limited Liability Partnership owned by King's College Hospital NHS Foundation Trust with no private sector partners. KFM is a public authority not a private company.

KFM has an annual turnover of around £180 million and over 350 staff.

## Key Purpose

Take responsibility for a delegated category or categories having an influenceable value of circa ten million to twenty million pounds of annual expenditure. Foster a highly professional and responsive client service approach and act as the main point of contact. Implement strategic sourcing and strong stakeholder management to maintain the lowest costs and strengthen existing relationships with key suppliers. Review, negotiate, re- negotiate and draft contracts for cost optimisation and deliver savings targets to support the performance improvement programme. Implement change and improvements and support and enable staff to deliver, enhance expertise and build procurement capability.

## Key Accountabilities

- Excellent feedback from stakeholders & clients about team performance
- Own work plan in place to meet strategy needs
- Cost reduction targets and delivery plan achieved
- Savings
- Increase in purchase order expenditure which is managed by contracts.
- Clear accurate specifications with lifetime costing methodology through evaluation criteria.
- KPIs in place to measure progress against targets
- Category Management up to date with identification and action on new categories
- All Contracts to be 100% compliant and stored using online contracts database
- All online product catalogues are accurate and up to date.

## Role Dimensions

|                           |                                                                                                                                                                                                                     |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Budget Management:</b> | N/A                                                                                                                                                                                                                 |
| <b>People Management:</b> | N/A                                                                                                                                                                                                                 |
| <b>Key Relationships:</b> | <ul style="list-style-type: none"><li>● KFM Procurement</li><li>● KFM Supply Chain</li><li>● KFM Managed Services</li><li>● Clinicians</li><li>● Procurement Partners</li><li>● Supplier Account Managers</li></ul> |

## Duties & Responsibilities

### 1. Implement procurement strategy and lead operational planning

- 1.1. Manage the development of the delegated Category annual work plan.
- 1.2. Manage the production of the required deliverables and control risk.
- 1.3. Update risk assessments for relevant areas.
- 1.4. Identify new areas for contracting and work with stakeholders to complete clinical trials and R&D activities.
- 1.5. Undertake procurement activities in accordance with UK Public Procurement legislation/commercial/contract law/SFIs.

### 2. Act as the client lead

- 2.1. Take the lead for the procurement process for the delegated Categories by delivering a portfolio of complex and/or high value contracts.
- 2.2. Offer reliable expert advice on commercial and contractual issues from initial scoping through to contract award and contract management.
- 2.3. Produce Find the Tender (FTS) advertisements, complex tender documentation for the client.
- 2.4. Provide guidance to on purchasing activities and contract management.
- 2.5. Enable clients to produce robust specifications.
- 2.6. Lead tender adjudication and supplier meetings pre-and post-tender.
- 2.7. Look for new business opportunities and continuously improve the quality of service to clients.
- 2.8. Attend client base review meetings, forge collaborative relationships and follow up on any issues/actions agreed.

### 3. Category Management

- 3.1. Deliver operational sourcing programmes for defined categories.
- 3.2. Contribute to the leadership and management of large procurement projects with clinical and non- clinical colleagues.
- 3.3. Research the market to assess risk and trends.
- 3.4. Provide strategic procurement knowledge across a broad spectrum of commodity areas.
- 3.5. Continuously seek to introduce new and innovative services within the category.
- 3.6. Introduce new and innovative services and products to stakeholders.
- 3.7. Re-evaluate category and contract coverage and capture into the forward budget.

### 4. Contract Management

- 4.1. Implement and monitor contract initiatives and conduct market research to support arguments for change.
- 4.2. Manage the supplier selection criteria.
- 4.3. Manage the tender and negotiation exercise in line with regulations and SFIs for each client.

- 4.4. Agree the right SLA agreements and KPIs.
- 4.5. Create opportunities to leverage suppliers by driving collaborative monitoring of contracts.
- 4.6. Ensure that all contracts are recorded and stored using the online contracts database.

## **5. Source Key Suppliers**

- 5.1. Support market assessment, management and analysis on behalf of the function.
- 5.2. Ensure client commitment with sourcing plans is compliant over the long term
- 5.3. Create opportunities to leverage suppliers by driving proactive and collaborative monitoring of contracts.
- 5.4. Develop and enhance key supplier relationships
- 5.5. Ensure continuity of supply.

## **6. Manage Daily Operations**

- 6.1. Authorise new contracts and complex purchase orders as required
- 6.2. Develop and implement policies and procedures.
- 6.3. Use the work plan and data base to prioritise and/or reprioritise your own work and that for the team.
- 6.4. Liaise with internal and external colleagues to ensure that work is completed to schedule
- 6.5. Undertake benefits tracking to monitor levels of procurement achieved within client base.
- 6.6. Ensure that internal product catalogues for the delegated Categories are accurate and up to date.

## **7. Engage, Network & Innovate**

- 7.1. Engage successfully with clinical/managerial/end users.
- 7.2. Use operational networks to raise the profile of procurement and highlight its value
- 7.3. Foster a culture of innovation and improvements and encourage ideas from others
- 7.4. Implement changes and agree milestones and activities with the team
- 7.5. Evaluate the benefits achieved.

## General

### Other Duties

This job description provides an overview of the key duties and responsibilities for this post however it does not necessarily list all of the relevant duties to be undertaken. Colleagues may be required to undertake additional duties as assigned, where these duties are relevant to their post.

### Professional Standards

All staff must comply with the KFM Staff Code of Conduct and demonstrate the company's Values and Behaviours. Senior Managers must also comply with the Nolan principles of public accountability. All staff employed in recognised professions are required to ensure they work to the professional standards and/or Codes of Practice set out for their professional group.

### Client / Customer Service

High standards of customer service are expected at all organisational levels and it is the responsibility of all employees to provide KFM customers with exceptional service and work together to deliver continuous improvements in a cost efficient manner.

### Health & Safety

The post holder has a general duty of care for their own health, safety and well-being and that of work colleagues, visitors and patients within the hospital, in addition to any specific risk management or clinical governance accountabilities associated with this post.

### Policies & Procedures

To observe the rules, policies, procedures and standards of KFM as well as those of our partners / clients where these are relevant to KFM staff, together with all relevant statutory and professional obligations.

### Equal Opportunities and Dignity at Work

KFM is committed to achieving an inclusive and diverse workforce and to equal opportunity and access for all. In applying this policy we seek to create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.

### Confidentiality and Data Protection

All employees will have access to confidential information and will be required to ensure that the highest level of confidentiality is maintained at all times, adhering to all policies relating to confidentiality.

Employees are required to obtain, process and/or use person identifiable information in a fair and lawful way. The use of such information is governed by the Data Protection Act 2018 and includes both manual and electronic records. Staff are expected to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose, and to disclose data only to authorised persons or organisations as instructed, in accordance with the DPA 2018.

### Personal Development

The post holder is responsible, with management support, for their own personal development and to actively contribute to the development of colleagues. All staff will actively participate in the annual Performance Appraisal and Development Review process with their line manager. All staff will have SMART objectives and a personal/professional development plan.

### No Smoking Policy

As a provider of healthcare support services, KFM is supportive of wider public health goals, such as reducing smoking and the effects it has on individual health. Our staff are also often working on hospital grounds where smoking is not permitted. Staff must ensure they adhere to any no smoking instructions and, if they do smoke, they should do so only in permitted areas.

## PERSON SPECIFICATION

| Area                                | Requirements                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Education and Qualifications</b> | <ul style="list-style-type: none"> <li>● Educated to degree level (or equivalent)</li> <li>● MCIPS qualification (or equivalent experience)</li> <li>● Evidence of continuing professional development</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Knowledge &amp; Experience</b>   | <ul style="list-style-type: none"> <li>● Successful track record of delivering cost reductions</li> <li>● Expertise in Category and Contract management and EU Procurement and UK Public Procurement obtained via formal training</li> <li>● Proven track record of resolving queries and influencing people and building collaborative partnerships with suppliers/clients</li> <li>● Evidence of experience of negotiating contracts in large organisation and a track record of achieving significant cost reductions and value added activities</li> <li>● Experience of complex competitive tenders/quotations</li> <li>● Experience of generating new and innovative methods of achieving savings</li> <li>● Demonstration of strong supplier and client partnerships</li> <li>● Experience of operational management and project management</li> <li>● Knowledge of and experience the use of computerised procurement / purchasing systems</li> <li>● Experience of commercial contracts management</li> <li>● Experience of managing change</li> <li>● Experience of managing high value projects</li> <li>● A demonstrable track record of procurement savings delivery</li> <li>● Significant experience of supplier relationship management</li> <li>● Good Commercial awareness and capability, and the ability to realise opportunities</li> <li>● Preparing and delivering presentations to internal and external audiences</li> </ul> |
| <b>Skills / Abilities</b>           | <ul style="list-style-type: none"> <li>● Excellent range of communication skills and good interpersonal skills (oral, written and presentation)</li> <li>● Able to engage with people at all levels</li> <li>● Able to communicate effectively with suppliers</li> <li>● Able to deal with difficult negotiations</li> <li>● Able to analyse data and situations as required</li> <li>● Excellent project management skills and the ability to see through tasks to their successful conclusion within timescales and budgets</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

| Area                                     | Requirements                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                          | <ul style="list-style-type: none"> <li>Accurate report writing skills</li> <li>Ability to prioritise and manage conflicting priorities</li> <li>Ability to generate confidence with a range of stakeholders</li> <li>Advanced user of Microsoft Office in particular Outlook, Word, Excel &amp; PowerPoint</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Personal Qualities and Attributes</b> | <ul style="list-style-type: none"> <li>Uses a range of communication techniques and channels in order to best convey the required message to the right audience.</li> <li>Demonstrates respect for others' opinions and differences. Upholds the dignity of others and creates an inclusive environment.</li> <li>Works cooperatively with others (internal and external) to develop productive working relationships. This involves sharing information and feedback, encouraging participation, providing support and demonstrating respect.</li> <li>Understands and recognises the nature and scope of customers' needs; making extra efforts to meet and exceed these, including follow up and monitoring outcomes</li> <li>Looks for and understands the need and benefits for change and plays an effective role in supporting and delivering new and improved outcomes.</li> <li>Understands and commits to making a difference and looks for ways to improve and enhance outcomes for the benefit of the organisation and its stakeholders.</li> <li>Conveys confidence in own ability, decisions and actions and takes personal responsibility for the consequences. Seeks feedback and learns from experience.</li> </ul> |

**Effective Date: November 2024**