

ROLE PROFILE

Job Title:	Senior Category Manager
Grade:	SMA
Department:	Clinical Procurement
Reports to:	Deputy Head of Procurement

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

You will lead and take responsibility for a delegated category or categories having a value of circa twenty million to thirty million pounds of annual expenditure and be an active ambassador for KFM and our clients, fostering a highly professional and responsive client service approach and act as the main point of contact.

Develop procurement strategy and 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 cost improvement programme.

Implement change and improvements and support and enable staff to deliver, enhance expertise and build procurement capability.

Work with Clinical staff to understand usage levels of goods and translate the need into effective contract and supply chain management to maintain a resilient supply chain.

Key Accountabilities / Deliverables

- A High performing team with KFM people management policy & procedure in place
- Create and implement category strategies that contribute to the delivery of corporate objectives
- KPIs in place to measure progress against targets and cost improvement programme.
- Ensuring procurement activity is recorded in the eProcurement platform
- Category Management - Evidence of new and innovative services/products evaluated and introduced over a 12 month timeframe
- All Contracts to be 100% compliant with performance monitoring in place
- Present Product standardization initiatives at committee level with clear, accurate specifications in place.
- Budget and projects all within agreed resource and KPIs achieved
- CIPS and annual savings achieved
- Positive feedback from stakeholders and new external clients
- All outlined proposals set out the cost benefits analysis

Role Dimensions

Budget Management:	TBC
People Management:	Direct Reports: TBC
Key Relationships:	Internal Relationships ● Heads of and Managers in Operational and Strategic Delivery ● Head of Procurement ● Director of Procurement and Supply Chain ● Clinical Procurement specialist ● Supply Chain ● Head of Commercial Finance

	External Relationships ● Client side (Divisional) - Executive Directors, General Managers, Clinical Directors, Heads of Service, Business Managers, Matrons, Wards and Clinical Supervisors, managers or clinical staff ● Procurement Partners (i.e. NHS Supply Chain, London Procurement Programme, Shelford Group, Crown Commercial Services) ● Directors and Senior Staff from Supplier organisations
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Duties & Responsibilities

1. Leadership and team development

- 1.1. Line manage the procurement team aligned to the division and communicate the ambition and promoterole model the desired behaviours.
- 1.2. Align all team and individual activities to the work plan and be responsible for overall team performance and delivery of the category strategy
- 1.3. Provide effective leadership by delegating objectives, clarifying reporting lines and levels of accountability.
- 1.4. Provide support, guidance and feedback through staff appraisals, 1-2-1 and team meetings.

2. Lead procurement strategy and operational planning

- 2.1. Lead the development of the team's category strategies and identify savings opportunities.
- 2.2. Responsible for delivering agreed procurement targets.
- 2.3. Take responsibility for the purchase of goods and services, deliver a portfolio of high value complex contracts.
- 2.4. Manage our contracts and suppliers for the delivery of requirements whilst identifying and mitigating associated risks.
- 2.5. Make assessments and advise peers and senior managers on the most economically advantageous route to market
- 2.6. Identify new areas for contracting and work with stakeholders to complete clinical trials and R&D activities.
- 2.7. Undertake procurement activities in accordance with Public Procurement legislation/commercial/contract law and SFIs.

3. Act as the client lead

- 3.1. Lead the procurement process by delivering a portfolio of complex and/or high value contracts.
- 3.2. Forge relationships and understand the needs of clients and engage in identifying improvements and opportunities.
- 3.3. Offer reliable expert advice on commercial and contractual issues from initial scoping through to contract award and contract management.
- 3.4. Seek new and innovative ways to achieve cash releasing savings.
- 3.5. Work closely with user departments to enable clients to produce robust specifications with clear weighting criteria for goods and services.
- 3.6. Lead tender adjudication and supplier meetings pre-and post-tender.
- 3.7. Look for new business opportunities and continuously improve the quality of service to clients.
- 3.8. Attend client base review meetings and follow up on any issues/actions agreed.

4. Category Management

- 4.1. Lead strategic sourcing programmes for defined categories.
- 4.2. Lead large procurement projects with clinical and non- clinical colleagues.
- 4.3. Research the market to assess risk and trends.
- 4.4. Provide strategic procurement knowledge across a broad spectrum of commodity areas.
- 4.5. Continuously seek to introduce new and innovative services within the category.
- 4.6. Introduce new and innovative services and products to stakeholders.
- 4.7. Re-evaluate category and contract coverage and capture into the forward budget.
 - 4.7.1. Effective management of catalogue pricing and expiry dates.
 - 4.7.2. Ensure all equipment is procured in line with the Whole Life Costing model

5. Contract Management

- 5.1. In conjunction with the Contract Manager, lead the contract management process for the relevant category.
- 5.2. Implement and monitor contract initiatives and conduct market research to support arguments for change.
- 5.3. Manage the supplier selection criteria.
- 5.4. Manage the tender and negotiation exercise in line with regulations and SFIs
- 5.5. Agree the right SLA agreements and KPIs, ensuring supplier commitments are delivered
- 5.6. Create opportunities to leverage suppliers by driving collaborative monitoring of contracts.
 - 5.6.1. Effective management of supplier contracts using our contract management system, ensuring records are accurate and up to date

6. Source key suppliers

- 6.1. Support market assessment, management and analysis.
 - 6.1.1. As part of the tender process research suppliers, commodities and markets.
- 6.2. Create opportunities to leverage suppliers by driving proactive and collaborative monitoring of contracts.
- 6.3. Develop and enhance key supplier relationships and explore new business opportunities.
 - 6.3.1. Work with framework providers to explore new suppliers and changing market conditions
- 6.4. Ensure continuity of supply.
- 6.5. Negotiate with suppliers and user departments to ensure optimum value for money and strong partnerships are maintained.
 - 6.5.1. Support clinical stakeholders to help conduct trial and evaluation of new products and equipment

7. Manage day to day operations

- 7.1. Manage and rotate the team to achieve fast and efficient delivery for clients.

- 7.2. Use the teams work plan and other information to prioritise and/or reprioritise work for the team.
- 7.3. Develop and apply procurement policies across the function
- 7.4. Undertake benefits tracking and analysis to monitor levels of procurement achieved within client base.
- 7.5. Manage and control budget for own area
- 7.6. Use Access and Excel to develop and create/format databases and spreadsheets and be responsible for the outgoing and ongoing development of procurement systems

8. Engage and network

- 8.1. Engage successfully with clinical/managerial/end users and develop client engagement plans as appropriate
- 8.2. Use operational networks to raise the profile of procurement and highlight its value
- 8.3. Take the lead in networking with key current and future suppliers/clinical/professional bodies as required

9. Change and innovate

- 9.1. Foster a culture of innovation and improvements and encourage ideas from others
- 9.2. Facilitate discussion, field questions and listen to concerns and or objections ensuring decisions are made and communicated
- 9.3. Implement any changes and agree milestones and activities with all.
- 9.4. 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
Education and Qualifications	• MCIPS (or equivalent experience) • Evidence of continuing professional development Desirable: • Prince2 (or equivalent) • Educated to degree level
Knowledge & Experience	• Expertise in developing procurement strategy and mid to long term operational plans • Track record of delivering cost reductions • Expertise in Category and Contract management and EU Procurement obtained via formal training as well as significant experience • Proven track record of resolving queries and influencing people and building collaborative partnerships with suppliers/clients • Evidence of significant experience of negotiating contracts in large organisation and a track record of achieving significant cost reductions and value added activities • Experience of complex competitive tenders/quotations • Experience of generating new and innovative methods of achieving savings • Demonstration of strong supplier and client partnerships • Experience at team, operational management and project management • Knowledge of and experience the use of computerised procurement / purchasing systems • Experience of commercial contracts management Experience of managing change • Experience of managing high value and complex projects • A demonstrable track record of procurement savings delivery • Experience of operating at a senior level and having the ability to influence senior stakeholders • Significant experience of supplier relationship management • Evidence of Strong commercial awareness and capability, and the ability to realise opportunities • Preparing and delivering presentations to internal and external audiences • Experience of staff management • Experience in motivating staff to improve performance • Excellent financial acumen Desirable: • Experienced at working within the public sector • Attended Client/Account management skills training • Experience of working within NHS procurement

Area	Requirements
Skills / Abilities	• Excellent range of communication skills and good interpersonal skills (oral, written and presentation) • Able to engage with people at all levels • Able to communicate effectively with suppliers • Able to deal with difficult negotiations and challenging behaviour • Able to analyse complex data and situations as required • Excellent project management skills and the ability to see through tasks to their successful conclusion within timescales and budgets • Accurate report writing skills • Ability to prioritise and manage conflicting priorities • Ability to generate confidence with a range of stakeholders • Self-motivated and able to act on own initiative Well organised with an attention to detail

Effective Date: June 2024