



Candidate Brief for the position of
Supplier Relationship Manager
Intelligent Client Coordinator (ICC)

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Berwick Talent Solutions
Project Recruitment | Market Mapping | Talent Pipelining

Company Overview

The Intelligent Client Coordinator (ICC) is the management centre for the future NHS Supply Chain and will be operational from April 2018.

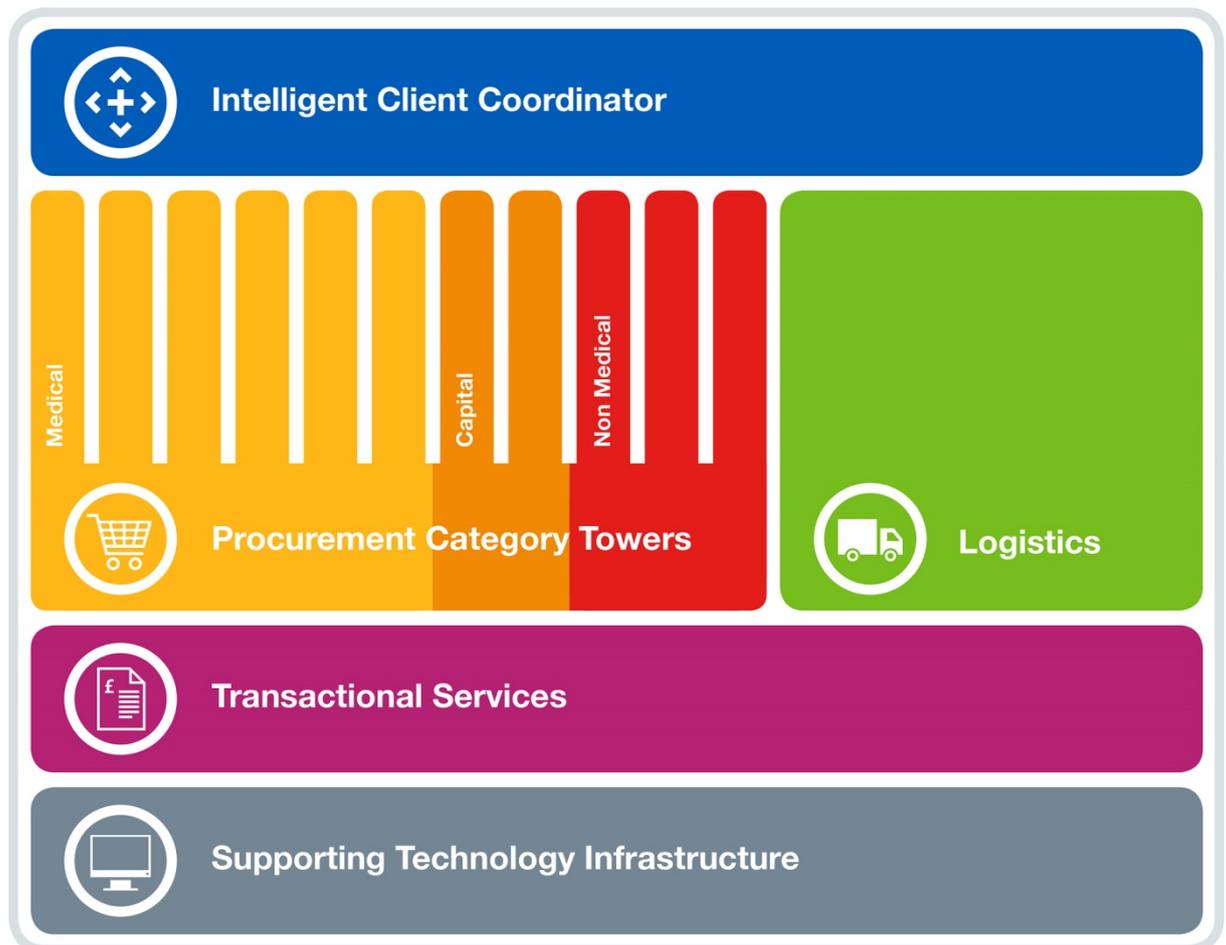
The transformation of the NHS Supply Chain is one of the highest profile programmes in Government. It is a strategic response to enhancing procurement efficiency and effectiveness as laid out in the Carter report. The Future Operating Model (FOM) of the NHS Supply Chain will flex the tremendous buying power of the NHS, driving considerable savings and making a major contribution to healthcare efficiency.

The FOM (consisting of 11 Procurement Category Towers) will be supported by a new performance management and customer engagement function, the Intelligent Client Coordinator (ICC).

The ICC will manage a world-class procurement and logistics service to purchase and deliver circa £4.5bn of products per annum to the NHS. The aim is to stand-up an organisation that will deliver clinically assured, high quality products at the best value through a more sustainable approach.

This will be achieved by reducing product and pricing variation and ensuring that the NHS needs and objectives are at the forefront of the new supply chain model.

The FOM will be structured as per the below:



Background to the Role

Establishing the ICC as part of the FOM has highlighted a requirement for a Supplier Relationship Manager who will be responsible for identifying, developing and managing strategic supplier relationships across all Category Tower suppliers.

The Supplier Relationship Manager will join the newly formed team, operating from their new Nottingham office location*.

If successful, you will join one of the largest transformation programmes in the UK, during an extremely exciting part of the journey – as they begin to implement their vision.

This is a unique opportunity to join a newly launched procurement 'Centre of Excellence', providing the opportunity to make a real difference to the way the NHS procures its services and supplies, and ultimately a lasting difference to people's lives.

The ICC is a public sector organisation with a commercial mindset. It shares the aims and values of the NHS and supports these by generating savings that can be redirected into front-line services and care. It is a business that is proud to be a part of the NHS and strives to meet the challenges that come with such a complex landscape, prioritising the delivery of real benefits for NHS staff, patients and taxpayers.

The eleven category towers in the FOM are:

Medical	Ward Based Consumables	1
	Sterile Intervention Equipment and Associated Consumables	2
	Infection Control and Wound Care	3
	Orthopaedics, Trauma and Spine, and Ophthalmology	4
	Rehabilitation, Disabled Services, Women's Health and Associated Consumables	5
	Cardio-Vascular, Radiology, Audiology and Pain Management	6
Capital	Large Diagnostic Capital Devices incl. Mobile and Consumables	7
	Diagnostic Equipment and Associated Consumables	8
Non Medical	Office Solutions	9
	Food	10
	NHS Hotel Services	11

*Travel and overnight stays may be necessary for the effective performance of this role.

The vision of the FOM is to make the new NHS Supply Chain one of the most powerful procurement entities in Europe. This will be achieved in a number of ways:

- Through exceptional enabling functions who will work to ensure that customer facing teams pursue excellence
- Through service management teams who will work with suppliers to achieve best value
- Through support functions who will maintain focus on efficiency



The Role

The Intelligent Client Coordinator (ICC) – the management centre for the future NHS Supply Chain provides contract management services to the Department of Health and Public Health England. Our aim is to deliver each contract under management with the outcomes required by both our clients and ultimately the customers and patients of the services being provided. We ensure all managed providers are delivering the required service and we monitor and report on performance and value for money throughout the lifecycle of the contract.

Reporting to the Senior Supplier Relationship Manager, the post holder is responsible for identifying, developing and managing strategic supplier relationships across all Category Tower suppliers. Working closely with Category Tower Management teams, the post holder will input and inform category management strategy development.

The post holder will support the provision of an efficient, effective and high quality professional and well-co-ordinated strategic supplier relationship management service capable of meeting all statutory, regulatory and NHS requirements.

In this role, you are accountable for:

Main duties and Responsibilities

- To support the business in delivery of effective category management strategy development and contract and performance management with a focus on suppliers
- To act as the ICC's central point for supplier stakeholder engagement, performance review and information exchange
- Responsible for market scanning and analysis to understand the resilience of suppliers and supply chains and the effects on procurement strategy, for example understanding market consolidation through mergers and acquisitions
- To support the Senior Manager of Supplier Relationship Management (SRM) with product supplier and industry association engagement, manage the NHS supplier boards and represent the voice of the supplier throughout the procurement landscape
- Support in the design and implementation of the segmentation of product suppliers and associated engagement programmes
- Present complex supplier information on all aspects of function practice in a clear, understandable and audience-appropriate manner to senior management and board level groups
- Work in partnership with the Category Tower Manager teams and the Category Tower Service Providers (CTSPs) to ensure the supplier voice is represented across the procurement process
- To ensure the CTSPs gather and maintain consistent and relevant supplier landscape and market information and facilitate the intelligence sharing to inform category strategies and stakeholder engagement programmes

- To ensure CTSPs maintain consistent supplier engagement and relationship management records into a centralised data bank
- Conduct market research into the supplier landscape; keep abreast of mergers and acquisitions and competitive behaviours
- Ensure supplier capability, capacity and resilience is always considered within the procurement activity
- Engage with product suppliers to verify supplier resilience
- To conduct supplier preferencing activity to anticipate how suppliers will engage with procurement programmes
- To support the organisation of stakeholder engagement forums, supplier focus groups and maintain proactive industry relationships
- Manage and update supplier relationship management policies and procedures, ensuring the adoption of best practice methodology, rules, standards and thresholds. Disseminating these methodologies etc. to staff within the department and throughout the organisation
- The post holder will be required to build and maintain strong working relationships with a broad range of internal and external stakeholders on a range of business sensitive issues

Equality and Diversity

- Ensure compliance with equality legislation, and display active commitment to the need to ensure equality of opportunity and the benefits of diversity
- When in contact with colleagues, customers, contractors and visitors, ensure that they are treated with dignity and respect

In addition to the above accountabilities, as post holder you are expected to:

- Demonstrate ICC values and core capabilities in all aspects of your work
- Foster an environment where your own and colleagues' safety and well-being is promoted
- Contribute to a culture which values diversity and inclusion
- Comply with ICC policies, procedures and protocols as they apply to your role
- Work as an extended part of Trust procurement teams for the NHS to collaboratively deliver improved quality and cost of service for our patients and the public

The Candidate

We would like to explore these opportunities with forward-thinking and experienced Supplier Relationship Managers who are able to demonstrate:

- A strong knowledge of leading practice, supplier relationship management principles, processes and practices including the production of contract terms and conditions
- Robust experience of working with supplier measurement and evaluation systems, based on balanced scorecard principles
- Experience of formal presentations to, and working with, a range of stakeholders including senior management and service providers
- Knowledge of public sector procurement strategy and contract management / SRM, specifically in health. (Highly desirable but not essential)

Person specification

Knowledge, Experience and Qualifications:

Essential

- Degree or significant experience
- Strong knowledge of leading practice, SRM principles, processes and practices including robust and thorough SRM implementation
- Strong knowledge of supplier measurement and evaluation systems based on balanced scorecard principles
- Knowledge of public sector procurement and contract management/ SRM, specifically in health
- Experience of working in a team environment
- Experience with supplier resilience and supply chain diligence
- Experience of formal presentations to, and working with, a range of stakeholders
Communication of service-related information to senior managers, staff and external
- Experience of managing supplier relationships and responding to strategy challenges from industry
- Knowledge of procurement strategy, relevant legislation and NHS and government policies
- Must demonstrate they have knowledge and experience in putting together contract terms and conditions including schedules
- Must have experience of working alongside clients to devise specifications and effective commercial models
- Ability to influence team members to include SRM strategies in procurement activity

- Must be able to demonstrate knowledge and experience in one or more Categories of spend
- IT proficient, primarily with Microsoft Office packages

Desirable

- Relevant degree and/or qualification
- Membership of CIPS
- Knowledge of NHS products and categories and the NHS product supplier landscape
- Knowledge of service provider market and wider stakeholder environment
- Experience of risk management, corporate governance and quality management systems
Project planning and management techniques

Capabilities and Behaviours:

Essential

- A people person equally able to participate as an effective team member
- Creative and dynamic, strong on lateral thinking, bringing fresh ideas and proposing new but risk evaluated solutions
- Excellent communications skills, written and oral, articulate and robust in presenting ideas
- Strong influencing and negotiating skills, a good builder of productive relationships, able to gain support from all quarters
- Able to think on their feet and handle difficult and unexpected issues in a calm, controlled and professional manner
- Self-aware, appropriately confident, strong under pressure, resilient, comfortable in high pressure, challenging environments
- A good organiser of time and activities, able to identify key issues and priorities
- Strongly committed to meeting client requirements
- Willing to go the extra mile to meet business objectives and challenging client timescales
- Determined and tenacious, committed to seeing delivery through to completion
- Committed to equality and diversity
- Passionate and committed to making a positive difference to the organisation

Desirable

- Political awareness and awareness of broader aspects which may impact on the area of expertise.
- Capable of and experience of working outside normal professional and own comfort boundaries
- Can empathise with staff and senior managers

How to Apply

The preferred method of application is online at

<https://www.berwicktalentsolutions.co.uk/opportunities/66175>

If you are unable to apply online, or have a general query, please email your application to icc@berwicktalentsolutions.com

All applications will receive an automated response.

If you have any queries or would like more information in regards to this document please contact:

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