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| **Job Title:** | Procurement Support Officer  | **Date:** | July 2022 |
| **Reporting Line:** | Senior Procurement Business Partner | **Salary:** | Grade 5/6 |
| **Team:** | Procurement & Commercial Services | **Business Area:** | Commercial Services  |
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| JOB PURPOSE |
| Provide an efficient and effective support service processing of official orders and invoices and web-based requisitions and goods receipt recording, as required.Provide support to procurement related activity, obtaining quotations and managing small categories of spend.Lead on procurement activity for small categories of expenditure to ensure the delivery of high-quality outcomes for internal stakeholders and customers |

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| **KEY RELATIONSHIPS** |
| * Head of Commercial Services, Collaborative Procurement Lead, Procurement Commercial Services Manager, Procurement Business Partners, Senior Procurement Business Partners, Procurement Support Officers
* Internal and External Stakeholders
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In addition to demonstrating the GMCA values and behaviours, the matrix below sets out the specific expected responsibilities for each of the 2 grade bands of the Procurement Support Officer position within the Commercial Services Team (Band 5; Band 6).

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| **KEY RESPONSIBILITIES**  |
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|  | **Grade 5** | **Grade 6** |
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| **Responsibilities**  |  | ***Grade 5 level plus:*** |
| **Procurement and Contract Management**  | * Provide support on GMCA’s procurement and contract management arrangements, ensuring compliant, effective and efficient procurement processes are in place and widely used.
 | * Lead on and manage procurement activity (including request for quotations, open tenders and OJEU tenders) for specific categories of expenditure to ensure the delivery of high-quality outcomes and value for money for internal stakeholders and customers.
* Ensure compliance with Public Procurement Regulations and GMCA Financial Regulations
* Demonstrate collaboration opportunities have been considered.
* Provide advice and guidance regarding procurement routes to market and evaluation/award criteria
* Support the development of category plans and category management, researching and planning preferred options and approaches to contract and tender management
* Support the negotiation and management of contracts
* Deputise for Procurement Business Partners as required
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| **Purchase Orders and Requisitions**  | * Oversee the administration of requisitions, goods receipting, purchase orders and invoices on Business World On. Including checking of correct cost centres and products used.
* Use the appropriate systems to raise/approve purchase orders to ensure the efficient processing of payments to external suppliers.
* Maintain Supplier Records in the Supplier Master File with relevant details including change of address, contacts, account number, bank details and VAT number.
 | * Continually look for improvements to streamline processes and procedures to improve service levels
* Provide positive challenge to colleagues across the organisation in considering how the requisition/PO process can be done better and more effectively.
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| **Purchase Cards** | * Manage the Purchase Card contract, including requests for purchase cards, checking transactions and overseeing administration of receipts, checking consolidated monthly statement.
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| **Data Collection and Analysis** | * Manage data collection of procurement related expenditure to support ongoing contract management and in support of organisational data transparency requirements
 | * Develop the spend analysis activity to (1) identify and prioritise opportunities for collaboration, efficiencies and cashable savings, (2) report on corporate performance indicators
* Ensure all supplier records are updated to capture all associated data to enable reporting of corporate performance indicators
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| **Communication & Presentation** | * Communicate effectively to ensure all relevant customers are informed and up to date with relevant information, statuses and progress
* Largely internally, but could include external suppliers relationship (verbal, written reports and/or presentations)
 | * Communicate to a range of audiences both internal and external (verbal, written reports, and/or presentations).
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| **Relationship management**  | * Provide a first point of contact, proactively responding to basic queries in a timely manner and escalate where appropriate.
* Build effective relationships with the broader directorate team and customers, working collaboratively across the directorate.
* Supporting role in managing stakeholder relationships internally and externally.
 | * Provide advice, guidance and expertise regarding procurement best practice to the organisation.
* Build and maintain supplier relationships.
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| **General responsibilities**  | * Proactively follow up actions that have not been completed and where information is required from others.
* Produce, monitor and input accurate information into the relevant systems ensuring all data is up to date and inputted in a timely manner
* Accurately prepare documentation, communications and information including letters, emails, contracts and records.
* Maintain and store data, records and documentation appropriately and in line with the Data Protection Act.
* Provide guidance and support on the use of systems and tools to enable their effective use.
* Seek feedback to ensure that customers are receiving a consistently positive experience and support and enable colleagues to meet the needs of the organisation.
* Proactively contribute to the continuous improvement of systems and processes to ensure procedures, policies and guidance are updated in line with legislative and social changes.
* Provide administration support flexibly across the full range of the directorate activities.
* Maintain and develop effective administration processes to meet the changing demands of the organisation.
* Provide coaching /mentoring support to team members as appropriate, identifying any upskilling opportunities for colleagues within the directorate.
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| **NB:** This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required. |

The matrix below sets out the expected skills and experience for each of the two grade bands of the Procurement Support Officer position within the Commercial Services Team (Grade 5; Grade 6). Employees would be expected to evidence the minimum level of experience and all attributes for all criteria when assessed for the role.

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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
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|  | **Grade 5** | **Grade 6** |
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| **Key requirements** |  | ***Grade 5 level plus:*** |
| **Education, qualifications and associations** | * Essential - good standard of education 5 GCSE’s or equivalent, including numeracy and literacy
* Desirable – Actively working towards CIPS Level 4
 | * Evidence of continuous professional development through an active development plan
* Actively working towards full membership of Chartered institute of Purchasing and Supply (MCIPS).
* CIPS Level 6 qualification (or equivalent)
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| **Essential knowledge and experience** | * Demonstrable experience of delivering excellent customer service
* Demonstrable knowledge and experience of providing administrative support
* Extensive experience of using ICT systems
* Experience of delivering to set deadlines and changing priorities
 | * A working understanding of relevant GMCA policies
* Working knowledge of corporate governance, financial, risk and environmental management and programme management principles and practice.
* Working knowledge of procurement legislative requirements
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| **Essential Skills & Behaviours** | * Excellent relationship management skills with demonstrated ability to develop effective relationships with key stakeholders and colleagues
* Well-developed verbal and written communication skills, including report-writing and presentation
* Flexible and adaptable approach
* Excellent ICT skills
* Methodical approach and ability to prioritise workloads
* Ability to build strong and trusting relationships with clients, customers and colleagues
* Acting as a role model for the directorate
 | * Good interpersonal skills with the ability to communicate at all levels
* Ability to build strong trusting relationships with suppliers, clients, customers and colleagues
* Ability to collate and present information from a range of sources using excellent analytical skills
* Self-motivated with ability to prioritise workloads of self to meet deadlines
* Ability to work flexibly and independently across a range of activities
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| **Desirable Skills & Behaviours** | * Multi-tasking across a range of activities
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| **Other** | * Willingness and ability to travel across county and work from other sites when required
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**Corporate Duties**

Avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

Safeguard at all times confidentiality of information relating to staff and pensioners.

Refrain from smoking in any areas of Service premises.

Behave in a manner that ensures the security of property and resources.

Abide by all relevant Service Policies and Procedures.

**Records Management/ Data Protection -** As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

**Confidentiality and Information Security -** As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.

**Data Quality -** All staff are personally responsiblefor the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.

**Health and Safety -** All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.

**Service Policies -** All GMCA employees must observe and adhere to the provisions outlined in these policies.

**Equal Opportunities -** GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background