

DIGITAL PROCUREMENT & CONTRACT OFFICER

Job Description

Directorate:	Digital Services		
Service:	Digital Commissioning		
Location:	County Hall		
Salary range:	Grade 10	Grade:	10
Reports to:	Digital Vendor and Assets Manager	Staff responsible for:	None

Job purpose and scope

The Digital procurement and contract officer will be responsible for digital procurement and contract management activities acting as a key interface with Category Managers in the Procurement and Contract Management Service.

The postholder will embed a new approach to manage digital sourcing and procuring, working closely with the colleagues in Digital Business Engagement and Procurement and Contract Management to focus on outcome based specifications for products and services and ensuring robust contract management arrangements are in place. They will also be accountable for driving progressive procurement which enables us to address legacy IT and tackle digital capability. The role will be responsible for driving out any digital capability which presents risk to the Council around security or the operational resilience of critical systems working with teams across the Council to maintain operational resilience. We also need to design our approach to security from the start of each new initiative. This postholder will oversee the whole-life relationship between the Council and its digital supply chain and ensure continued value for money from all its contractual arrangements in Digital in collaboration with corporate Procurement and Contract Management.

Performance Indicators

- Delivery of specified results e.g. outputs, volumes, continuous improvements.
- Audit feedback
- Achievement of medium-long term milestones
- Quality of supplier relationships
- Internal profile, customer satisfaction (internal or external)/client/stakeholder feedback and service level measures
- Work force indicators (turnover, timeliness, absenteeism, etc.

Accountabilities/Responsibilities

- Develop and implement a move to outcome-based procurement approaches for digital products and services, focusing on user needs rather than specific solutions.
- Ensure robust contractual arrangements are in place so that all suppliers meet requirements around service quality, availability, flexibility, and innovation to achieve a seamless and consistent overall service offer to the Council.
- Support the Commissioning Team in introducing SLAs and OLAs to promote good governance and service integration to avoid fragmentation of service delivery across the supplier base
- Act as a key interface between Digital Services and Procurement and Contract Management colleagues.
- Provide advice and guidance on new digital products and services and working with suppliers to achieve the Council's digital objectives in emerging markets.
- Supporting in the strategic sourcing and contract management providing advice to senior managers to meet the County Council's requirements.
- Embed the corporate approach to digital contract and supplier relationship management activities and ensure compliance with applicable regulations.
- Support the delivery of best practice strategic sourcing techniques in conjunction with Procurement and Contract Management teams.
- Lead on shaping and embedding the corporate approach to digital contract and supplier relationship, including ensuring clear mechanisms are in place to manage poor performance.
- Support robust governance arrangements for all sourcing, supplier relationship and contract management activity undertaken in accordance with the County Council's Constitution, work with Procurement and Contract Management to develop advice and guidance on procurement and contract management issues for senior service managers and directors, anticipating and preparing recommendations in areas of developing legislation and good practice.
- Lead on identifying and delivering change within the service area to ensure continuous operational performance and efficiency improvement.
- Develop, manage and motivate a team which aspires to high standards of work and behavior, by providing ongoing coaching and undertaking training needs analyses.
- Build and develop partnerships and relationships with senior officers and stakeholders to ensure services are developed in line with changing priorities and needs.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It is not intended to be either prescriptive or exhaustive and will inevitably change. You are expected to be flexible and may be required to operate in different areas of work/carry out different duties as required.

Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

- **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

- **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

- Professionally qualified / relevant degree (or equivalent)
- Substantial experience or substantial vocational experience demonstrating development through involvement in a series of progressively demanding roles
- Certification in procurement / contract Management (e.g. Certified Management Professional) *

Experience

- Digital asset and license management.
- Driving innovation through digital products and services.
- Strategic sourcing and contract management in the technology sector.
- Managing technology supplier relationships.
- Leading and motivating teams.
- Developing and delivering procurement and contract management strategies & plans
- Managing digital categories of spend for a large complex public sector organisation*
- Managing digital supplier relationships and contracts, including managing poor performance
- Key technology supplier and market development
- Working collaboratively with a variety of people and professionals at senior management level

Essential knowledge, skills & abilities

- Ability to use negotiating and influencing at a senior level across an organisation.
- In-depth technical and practical knowledge of Public Sector Procurement Regulations
- In-depth understanding of Strategic Sourcing methodologies across multiple, broad and varied supply markets.
- Ability to motivate and lead teams and individuals.
- Strong change management skills.
- Excellent understanding and application of good governance arrangements in a complex public sector organisation.
- Knowledge of modern procurement and multi-sourced service environments where external and internal services are integrated and need to be managed through operational level agreements.
- Knowledge of public sector procurement regulations.
- Knowledge and skills in addressing cybersecurity risks and mitigation strategies in digital procurement exercises

Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.