ICT Category Manager
£41,551 - £51,936
Woodcock Street, Birmingham
Permanent

Working 36.5 Hours. An exciting new role has been created in Birmingham City Council for an ICT Category Manager.

You will be responsible for managing the commercial and contractual relationship with Service Birmingham, the Council’s strategic partner for ICT services to ensure value for money. This covers a broad portfolio of ICT sub-categories including Hardware, software, Infrastructure and IT partnering arrangements.

You will need to have substantive experience at a senior level within procurement. Proven knowledge of managing a complex, outsourced strategic partnership, developing ICT sourcing strategies and the experience of managing strategic, complex IT projects is essential.

You will be an excellent communicator, have outstanding negotiation and relationship management skills and have a demonstrable record of achievement in the ICT category.

Key responsibilities include, but not limited to the following;
- Develop and implement the commissioning and procurement theme of the Council’s ICT & Digital Strategy
- Develop a structured category plan to deliver significant efficiency and cost savings across the ICT category, including invest to save initiatives.
- Management of strategic, complex ICT procurement projects in collaboration with stakeholders within the organisation
- Procurement of ICT services out of scope of the Service Birmingham contract.
- Development of innovative supply chain solutions to the organisation that demonstrate efficiency, value for money and delivery of Council priorities.
- Developing strong relationships with stakeholders, both internal and external, at all levels within organisations
- Work closely with the business in developing this strategy and will ensure that any proposed plan has business buy in at all levels.
- Produce innovative and class leading solutions to the spend category.
- Strategically source the spend in the most cost effective way and demonstrate real value add from the Procurement function in support of the overall business requirements

The successful candidate will
- Ideally be MCIPS and ITIL qualified and be educated to degree level.
- Have experience of a service integration and management framework (SIAM) and Enterprise architecture frameworks such as TOGAF and PEAF.
- Have experience of a commercial negotiations (outsource / in source models) with major ICT suppliers.
Any informal enquiries please contact Debbie Husler, Head of Procurement on 07827 367136 or email debbie.husler@birmingham.gov.uk

Ref: CSS0652017

Closing Date: 12.00 noon - 03 February 2017

Interviews/assessments will take place on Thursday 09 February 2017

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”
**JOB DESCRIPTION**

**JOB TITLE:** Procurement Manager  
**GRADE:** GR6  
**DIVISION:** Corporate Procurement Services  
**NO OF POSTS:** 1  

**SECTION:** Procurement  

**POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE:** NO

1. **JOB PURPOSE**

1.1. Deputise for and provide support to the Head of Procurement in order to deliver the Corporate Procurement/Category strategy and drive forward category management commercial change and improvement throughout the Council to achieve agreed outcomes and better value for money.

2. **RESPONSIBILITIES**

2.1. Contribute to the leadership, development and direction for the Corporate Procurement/Category area and ensure continual review and improvement of a quality service to the council.

2.2. Deputise for the Head of Procurement.

2.3. Develop and maintain relationships with key business partners to promote the Corporate Procurement/Category Strategy and purpose so that CPS is recognised as a centre of expertise and a first point of call when procurement decisions are being made.

2.4. Develop activities and new initiatives to identify areas needing procurement input and expertise, developing procurement capability across the council.

2.5. Liaise with Contract Manager to ensure effective management and monitoring of supplier performance against pre-determined milestones are included in contracts, to ensure that contractual obligations and KPIs are met or exceeded and taking corrective action where targets are not met.

2.6. Manage and contribute to projects adopting recognised project methodology in order to deliver projects on time and within budget.

2.7. Lead and manage a team to ensure that the team collectively and individually delivers on performance targets through setting vision and standards, coaching and development, and performance management.

2.8. Ensure compliance with all statutory regulations, Standing Orders, BCC policy and Local Authority Financial procedures.
2.9. Be proactive in identifying key business and forecasting information, constantly updating public sector/market knowledge to be the acknowledged expert in category/functional area.

2.10. Prepare written reports, briefing notes and presentations on a range of Procurement issues, including the Corporate Procurement/Category strategy, compliance, training and communications.

OBSERVANCE OF THE CITY COUNCIL’S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED

3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE: Head of Procurement

JOB NO:

3.2 LEVEL OF SUPERVISION

1. Regularly supervised with work checked by supervisor.

2. Left to work within established guidelines subject to scrutiny by supervisor.

3. Plan own work to ensure the meeting of defined objectives.

4.0 SUPERVISION GIVEN (excludes those who are INDIRECTLY supervised ie through others)

None

5.0 SPECIAL CONDITIONS

<table>
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<tr>
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<th>Managers</th>
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<tr>
<td><strong>Equality/Diversity</strong></td>
<td>Promote, adhere to and implement the City Council’s Policy on Equality of Opportunity within your Team/Section/Division and within the Directorate generally and work consistently to embed equality and diversity into service delivery through the Equality Impact Needs Assessment process.</td>
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<p>| <strong>Sustainability</strong>       | Promote the City Council’s sustainability Strategy by implementing working practices and procedures that ensure a sustainable approach to the use of resources and that resources are disposed of in a sustainable way. |
| <strong>Health and Safety</strong>    | Implement the Directorate Health and Safety Policy ensuring that there is - regular and systematic identification, review and evaluation and control of risks - promotion of safe working practices |</p>
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<tr>
<td>- action to stop unsafe working practices and procedures</td>
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<td>- compliance with the Health &amp; Safety Policy</td>
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PERSON SPECIFICATION

JOB TITLE: Category Manager (ICT)  GRADE: GR6
DIVISION: Corporate Procurement Services  SECTION: Procurement Team

Method of Assessment (M.O.A.)
AF = Application Form  I = Interview  T = Test  P = Presentation

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<tbody>
<tr>
<td>EXPERIENCE (Relevant work and other experience)</td>
<td>Experience of:</td>
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<tr>
<td>1.</td>
<td>Leading, motivating and achieving results through a diverse team of professionals</td>
<td>AF</td>
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<tr>
<td>2.</td>
<td>Working and leading on strategic projects as part of cross-functional teams, ensuring value for money in service provision.</td>
<td>AF/I</td>
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<td>3.</td>
<td>Progressing project work to deadline understanding the need to balance both quantitative and qualitative data.</td>
<td>I</td>
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<td>4.</td>
<td>Leading and managing complex projects with a record of successful implementation</td>
<td>AF/I</td>
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<td>5.</td>
<td>Working in a multi-agency and multi-disciplinary environment</td>
<td>AF/I</td>
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<td>6.</td>
<td>Working professionally at a senior level in a complex organisation with direct contact with senior managers, Members and other stakeholders</td>
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<td>7.</td>
<td>Generating ideas, introducing innovation and driving process, systems, organisational and cultural change</td>
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<td>8.</td>
<td>Interacting and negotiating with senior managers.</td>
<td>AF</td>
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<td>9.</td>
<td>EU tendering/contracting procedures.</td>
<td>I</td>
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<td>10.</td>
<td>Experience working in a multiple, supplier integration and management environment.</td>
<td>AF/I</td>
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<td>11.</td>
<td>Experience working in an Enterprise Architecture Framework</td>
<td>AF/I</td>
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<tr>
<td>Specialist knowledge of:</td>
<td>12. Public/Private Sector procurement law and policy e.g., EU regulations.</td>
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<td>13.</td>
<td>A broad spectrum of in-depth knowledge of procuring ICT goods and services</td>
<td>AF/I/P</td>
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<td>14.</td>
<td>Statutory and public/private sector financial regulations, procedures and principles.</td>
<td>AF/I</td>
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<tr>
<td>15.</td>
<td>Public/Private Sector policy/law environment e.g., value for money, sustainability, Council procurement rules, Procurement Strategy etc.</td>
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<td>16.</td>
<td>Relevant and diverse markets and the ability to exploit them across all sectors (private, public and third sector)</td>
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<td>17.</td>
<td>Internal/external risks, understanding and prioritising how to manage and mitigate risks before they become issues.</td>
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<td>18.</td>
<td>Public/Private Sector financial and efficiency programmes and the impact of these on procurement.</td>
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**SKILLS AND ABILITIES**

**Business Requirements**

1. Able to demonstrate a political awareness
2. Business support and analytical skills with the ability to identify and apply new solutions to problems.
3. Practical skills in commercial evaluation, contract preparation and tender evaluation.
4. Ability to work with a range of people, internal and external to the organisation to achieve a common aim.
5. Excellent written and verbal communication skills with the ability to lead meetings, run workshops and interact with colleagues at all levels of the organisation, including council members, budget holders, key business heads and other stakeholders.
6. Ability to present information to a variety of audiences across all levels.
7. Ability to manage, supervise and provide leadership and motivation to a large team at a senior level.
8. Able to demonstrate strong leadership skills with the ability to influence and persuade at a senior level.
9. Able to demonstrate a range of interpersonal skills including diplomacy, assertiveness, and negotiation skills and to use these effectively to achieve desired outcomes.
10. Ability to plan, forecast and determine strategies to meet key objectives.
11. Ability to organise, plan and prioritise work to deliver within agreed targets, timescale and budgets and to respond effectively under pressure.
12. Ability to determine vision and provide direction for the service area to achieve efficiencies and economy of scale.
13. Ability to develop structured category plans to help deliver significant efficiency and cost savings across the ICT category.
14. Strong I.T. skills with the ability to use spreadsheets, word packages etc.
15. Ability to act as a team player, to lead the team in effectively contributing to the overall goals of the section and work.
collaboratively with staff within the team and the Division.
16. An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by **Part 7 of the Immigration Act 2016**

| TRAINING & DEVELOPMENT | 17. To maintain an awareness of issues affecting local government and procurement.  
18. To be prepared undertake training as required. |
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<tbody>
<tr>
<td>EDUCATION/QUALIFICATIONS</td>
<td>Professional qualification e.g., MBA/MSc, MCIPs and ITIL or related degree/NVQ equivalent</td>
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<td>(NB Full regard must be given to overseas qualifications)</td>
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<tr>
<td>OTHER</td>
<td>Commitment to personal development and the flexibility to take on new challenges, develop new skills and knowledge.</td>
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</table>
## Job Profile

<table>
<thead>
<tr>
<th>Specific Job Title:</th>
<th>ICT Category Manager</th>
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<tbody>
<tr>
<td><strong>Key Duty</strong></td>
<td><strong>Description of Duty</strong></td>
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<tr>
<td>Provide Procurement &amp; Contract Management Services</td>
<td>Provide a professional procurement and contract management service, establishing and managing contracts that deliver value for money and service delivery objectives and outcomes. Providing management support relating to procurement strategy and process ensuring a seem less transition and knowledge transfer for engaging clients from commissioning stage through to contract management.</td>
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</tbody>
</table>
| Commercial Accumen | - Experienced commercial negotiator (with major ICT suppliers)  
- Have experience of successfully dealing with and progressing contractual disputes.  
- Generating ideas, introducing innovation and driving process, systems, organisational and cultural change  
- Ability to plan, prioritise, forecast and determine strategies to meet key objectives.  
- Ability to think through and resolve problems through sourcing and researching data and information  
- Practical skills in commercial evaluation, options appraisal, evaluation and recommendations.  
- Experience of operating in commercial environment and able to identify and manage and take calculated risks  
- An ability to interpret contractual terminology into practical processes, actions and steps to enable effective documentation of contract management responsibilities.  
- Application of CM tools to identify, recognise and address any commercial anomalies and leverage the Council’s commercial position in relation to contract operation and delivery.  
- Demonstrate application of sound commercial and contractual judgement to deliver benefit and value through contracts. | |
| Category, Project and Strategy Development | - Uses research, analytical skills and judgement in identifying areas for future savings.  
- Engages with stakeholders in the development of tender strategy, award report and contract execution.  
- Review service delivery options appraisal and business case from commissioning team. | Performance against Service Plan targets and Local Performance Indicators |
| Project Management | - Support the commissioning team to ensure an effective transition of business cases and project plans to the relevant procurement process.  
- Detailed understanding of project management and the formulation, key components and use of the | Projects delivered on-time and within budget. |
| **Technical Procurement** | - Detailed understanding of and ability to exploit for maximum benefit, Public Procurement Law and Contract Law including EU Regulations.  
- Detailed understanding of and is able to apply Council Financial Regulations, Standing Orders and Governance arrangements.  
- Managing and delivering complex, high value tenders within EU Procurement Regulations. Delivering savings, efficiencies, generating income and ensuring policy implementation.  
- Uses appropriate e trading and e auction technology to manage the procurement process.  
- Award reports and contracts completed to a high standard within agreed timescales.  
- Experience of a service integration and management framework (SIAM) and Enterprise architecture frameworks such as TOGAF and PEAF. |
| **Contract Management** | - Support the process for developing, agreeing and managing SLA’s and OLA’s with internal service providers to ensure they are performing within the requirements of the SLA.  
- Effective management of contracts to ensure and demonstrate that suppliers are performing to the agreed standards and terms stated in the contract.  
- Production and maintenance of contract management plans in line with the CM toolkit.  
- Identify and deliver financial and non-financial savings through application of CM toolkit. |
| **Contract Knowledge** | - Develop a comprehensive and strategic working knowledge of contracts.  
- Ability to utilise knowledge of contracts to protect the Council, implement improvements and changes to deliver VFM.  
- An ability to interpret contractual terminology into practical processes, actions and steps to enable effective documentation of contract management responsibilities.  
- Ensure contractual roles and responsibilities are defined, communication and understood by all parties including supplier, contract manager, client, requestors and senior stakeholders. |
| **Stakeholder Engagement** | - Identifies and engages key stakeholders within the organisation in order to deliver effective procurement outcomes.  
- Identify opportunity areas of spend requiring their input/expertise and initiate contact with key officers. |
| and elected members, including commissioning team.  
- Able to demonstrate a range of interpersonal skills including diplomacy, assertiveness, integrity, influencing and negotiation skills at strategic level and be able to use these effectively to achieve desired outcomes.  
- Able to demonstrate a political awareness and experience of financial and efficiency programmes and the impact of these on service delivery. | CPS perception – stakeholder survey |

| **Market Knowledge** | - Develops and utilises market knowledge of ICT category and how it applies within the context of Council strategies and outcomes.  
- Undertakes external market research to identify details of the supplier base and current best industry practice. | - Satisfaction against BEST/PDR  
- Performance Monitoring |

Version Date: 3 January 2017