

NHS England

Job description and person specification

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| **Position** |
| **Job title** | Supplier Manager  | **Directorate / Region** | Transformation Directorate, NHS England |
| **Pay band** | **AFC Band 8a** | **Responsible to** | Cluster Team 19 |
| **Salary** |  | **Accountable to** | Cluster Team 19 |
| **Tenure** | Permanent | **Responsible for** | Directly works as part of Digital Marketplace team. Responsible for day-to-day work assigned to the team. |
| **Funding arrangements** | TBC – Admin / Programme | **Base** | Flexible |

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| **Our Organisation** | **NHS England Values and Behaviours** |
| NHS England leads the NHS in England to deliver high quality care for all. We support NHS organisations to deliver better outcomes for our patients and communities, work to get the best possible value for taxpayers, and drive improvement across the NHS.   Through our [seven regional teams](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.england.nhs.uk%2Fabout%2Fregional-area-teams%2F&data=05%7C01%7Calison.cory1%40nhs.net%7Cc9cc27e275314200093308db509102dd%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638192355960225664%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=3M3AvlWdOm9JDG2%2FC9vVyag8f2tL06DHCCa94HwJIjM%3D&reserved=0), NHS England supports local [integrated care systems](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.england.nhs.uk%2Fintegratedcare%2Fwhat-is-integrated-care%2F&data=05%7C01%7Calison.cory1%40nhs.net%7Cc9cc27e275314200093308db509102dd%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638192355960225664%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=wRvbGtzVtNwbvq1LPaYML9%2B6C6JfwbQO9dUot%2BUeb2g%3D&reserved=0), made up of public services that provide health and care – NHS organisations, primary care professionals, local councils, social care providers and the community, voluntary and social enterprise sector – to improve the health of the population, improve the quality of care, tackle inequalities and deliver care more efficiently.  From April 2023, NHS England, Health Education England and NHS Digital becameone single organisation, putting workforce, data, digital and technology at the heart of our plans to transform the NHS.   | Having listened to our staff over the last year, we aim to create a healthy and high performing organisation, underpinned by the NHS Constitution values:* Working together for patients
* Respect and dignity
* Commitment to quality of care
* Compassion
* Improving lives
* Everyone counts

Our people all have a part to play in helping to shape and develop our culture and in embedding and living these values.Our behaviors: leading by example:* We prioritise patients in every decision we take.
* We listen and learn.
* We are evidence-based.
* We are open and transparent.
* We are inclusive.
* We strive for improvement
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| **Service and team** | **About the role** |
| Product and Platforms takes responsibility for the nationally required digital products of the new NHS England, working closely with the business areas across the NHS that own related services. We enable a consistent approach to digital products, underpinning technology strategy, and digital transformation, supporting the best outcomes for health and care. This increases efficiency by: * focusing effort on the highest value outcomes across products
* making the most of the digital capabilities we have across our whole organisation
* a broader view of end users and their connected journeys through health and care
* reduced duplication and consistent processes that minimise teams’ administrative burden
* building shared services that are needed across many products and services for internally and externally built services.

Together, we design, build and maintain integrated, interoperable services that aim for high levels of performance, availability, and reusability, leveraging open standards and application programming interfaces (APIs).The highest value outcomes are defined in partnership with other directorates, organisations and the wider system, efficiently meeting business and user needs with shared capabilities, and enabling products where appropriate.In line with the NHS England Operating Framework, we work alongside the Digital Enablement team and NHSE regional teams to understand the needs of frontline services and support them in making the most of our national products and services.We operate with a product mindset that has four main characteristics:* Delivering the right thing: To have a clear evidence-based understanding of the outcomes that products should achieve (and avoid) for users, and to continuously monitor product success, review priorities and evaluate new opportunities in terms of those real-world outcomes to ensure we're delivering the right thing, in the right order.
* Empowered Teams: Managing products through multi-disciplinary teams who are empowered to continuously make the changes that deliver the most value for users (rather than through discrete, self-contained change products or solution-led initiatives).
* Continuously improving: Emphasises continuous, collective learning about users within teams - using a mix of qualitative and quantitative methods to understand users, their needs and the context in which they use our products, rapid iterative change where possible, regularly testing assumption and using that insight to inform priorities for future product development.
* Understanding user needs: Using user-centred design practices to ensure our products and services are useful, usable, accessible and equitable to the users to ultimately deliver the desired outcomes.

The post holder will be part of a team of Supplier Managers, working within Digital Primary Care and will report to a Senior Supplier Manager. | As a Supplier Manager, the post holder will work as part of a dynamic team in delivering an effective service supporting managers and staff across the Digital Primary Care Digital Marketplace team, within the Product Directorate.This role is a critical delivery role covering a number of activities within the live supplier delivery function within Digital Care Market Place, which is responsible for delivering and managing over 80 supplier technology products and solutions for the General Practice and Primary Care estate.In particular, the post holder will be responsible for:* Live Supplier management - primarily “Type 2” suppliers with medium to small market share in the primary care estate offering 1 or more solutions and management of smaller “Type 1” suppliers.
* On-boarding and management of 1 new foundation entrant GP Clinical system supplier solution as part of the launch of the Technical Innovation Framework (TIF) or a supplier with a significant market share. This is managing a complex assurance process including enabling the integration of all national service/national adaptor integrations as the wider solution assurance teams across the organisation.
* On-boarding and management of new suppliers from different domains as part of the GPIT Futures Framework re-fresh, HJIS (Health and Justice Information System), Technical Innovation Framework, Dispensing Doctors, Adult Social Care and Advanced Telephony.
* Live Supplier management across multiple frameworks which operate under the GPIT Futures Frameworks using operational tooling such as Jira and Confluence.
* Monitoring multiple suppliers’ compliance status against framework obligations, which requires analysing multiple data sources and forming conclusions to act upon findings.
* Managing any supplier non-compliance issues. Assessment of evidence, presenting data to stakeholders such as commercial teams and Governance Boards and acting upon outcomes.
* Managing complex communication with suppliers and Subject Matter Experts relating to assurance and non-compliance measures in alignment with commercial framework.
* Release management of identified live issues, manage suppliers in delivery of resolution activities, planning and resource management.
* Building effective relationships with suppliers, Subject Matter experts and internal and external stakeholders.
* Commercial complaint handling: Addressing and managing specific complaints raised via the organisation, the supplier, or Integrated Care Boards (ICBs) against suppliers through to resolution. This includes non-compliance issues leading to commercial remediation.
* Support Senior Supplier Managers in carrying out their duties, providing reporting information and additional support in managing Type 1 supplier delivery and urgent requests for change.
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| **Key Job specifics and responsibilities** | **Key accountabilities** |
| **Improving quality and outcomes** * To manage assigned suppliers, acting as a point of coordination, escalation and mediation to agree priorities and to drive suppliers and the process to an assurance and assessment outcome of the supplier’s solution against the Capabilities & Standards Model (C&SM).
* To develop excellent knowledge of the end-to-end on-boarding processes, and the commercial framework the supplier has contractually signed up to.
* To build excellent supplier rapport and solution knowledge to enable quick resolution of issues and effective working practices.
* To manage supplier delivery through programme negotiations and awareness campaigns.
* To provide support to other members of the team.
* To continually review live supplier roadmaps and plans and delivery capabilities against the evolving needs of the GP IT Futures programme.
* To build supplier market intelligence.
* Manage suppliers in delivering against the GP IT Futures Roadmap for the Digital Care Services (DCS) as applicable.
* To report to the appropriate governance groups reporting on the supplier status.
* To use delivery tools such as Jira and Confluence competently to track and monitor suppliers onboarding and ongoing compliance, aligned with the requirements of the framework.
* Support Senior Supplier Managers by producing reporting information and where timescales require, additional support to manage Type 1 suppliers in achieving compliance or urgent requests for change from Secretary of State or other areas.
* Support and contribute to the Market Governance Group by providing data and information and gathering input from Subject Matter Experts to ensure that suppliers are kept informed of their framework obligations and new and emerging change which will require supplier delivery.

**Enabling patient and public involvement*** To act as a champion for patients and their interests and involve the public and patients in the policy development and decision-making of NHS England.
* To ensure all public and patient contact with the office is of highest professional standard.
* To embed patient and public involvement within NHS England at all levels of decision making.

**Promoting equality and reducing inequalities*** To uphold organisational policies and principles on the promotion of equality.
* To create an inclusive working environment where diversity is valued, everyone can contribute, and everyday action ensure we meet our duty to uphold and promote equality.

**Partnership and cross boundary working*** To work collaboratively with all stakeholders across the system, as required.
* To develop strong, trusted relationships and through clear communications overcome barriers and resistance to change and develop a positive culture across the Digital Marketplace team.

**Leadership for transformational change*** To model a collaborative and influencing style of working, negotiating with others to achieve the best outcomes. Embedding this approach across the Directorate.
* To promote a culture of continuous improvement, innovation and high performance through a shared vision and teamwork.

**Using insight and evidence for improvement*** To work collaboratively across the team, Directorate and wider organisation to ensure consistency of approach and share learning and tools to support effective transformation.
* To champion best practice, learning from experience and from others, supporting the spread of innovation within the organisation and beyond.

**Developing an excellent organisation*** To ensure the health, safety and wellbeing of all staff within the department.
* To ensure compliance with all confidentiality and governance requirements within the department.
* To adhere to the NHS Managers Code of Conduct and any other relevant professional codes of conduct at all times.
 | **Key Functional Responsibilities**  **Operational**Responsibility with team members to deliver requirements listed above and engage and liaise with key stakeholders, in particular;* To support the delivery of day-to-day activities, projects and programmes.
* To manage team and drive delivery of a range of business initiatives and projects.
* To operate in a highly political and sensitive environment.
* Support the portfolio of initiatives in demonstrating value for money for the current spend.
* To monitor, interpret and quality assure progress against deliverables to NHS England and NHS Improvement that often require adjustments specifically in relation to the complex corporate business agenda, strategic objectives and the business planning process.

 **Project Management*** Manage the delivery of project/delivery plans, allocating tasks as appropriate, identifying risks, issues and dependencies, considering best practice and current options and ultimately making decisions in the best interest of the project.
* Pro-actively manage stakeholders, respond to and resolve conflict when this arises through facilitation or other appropriate mechanisms.
* Be responsible for a high standard of work supporting the delivery of projects on time, to quality standards and in a cost-effective manner.
* Maintain the project initiation document and associated plans with regular team meetings to monitor progress and resources.
* Demonstrate effective stakeholder management.
* Support other delivery/project/supplier managers as and when required.
* Take into account the impact of any change the projects will have on the business and oversee handover of any products to ensure full ownership and buy-in within the business Advocate the projects at senior and executive levels and ensure active engagement and sponsorship within NHS as a whole.

 **Financial and Physical Resources*** Act in a way that is compliant with Standing Orders and Standing Financial Instructions in the discharge of budget management responsibilities, monitor expenditure on a regular basis.
* Budget holder for assigned function/team, budget setting with the Lead Delivery Manager. Responsible for ongoing monitoring of expenditure against budget and ensuring the appropriate documentation is available for scrutiny.
* Identify products, equipment, services and facilities for assigned activities, achieving stakeholder buy-in as required. Placing orders and signing invoices.
* Responsible for making recommendations, providing advice and able to prepare strategic reports/briefings for the Lead Delivery Manager, and relevant forums.

People Management (as required)* Responsible for day to day work assigned to the Team.
* Responsible for recruitment and selection.
* Responsible for undertaking personal development and managing any employee relations issues.
* Forge close positive working relationships, in order to support an effective matrix approach to achieve NHS objectives.
* To support, motivate and develop people within the team.
* Managing third parties (such as consultants/interims) to ensure deliverables are met in a timely manner and within budget.

 **Information Management*** Drafting detailed reports summarising status on issues, appraising outcomes, and providing progress reports for the Lead Delivery Manager.
* Collate as required, a range of information and lead appropriate analysis to develop robust business cases and contribute to project ‘products’.
* Analyse, interpret and present data to highlight issues, risks and support decision making.

**Policy and Service Development*** Responsible for proposing and drafting changes, implementation and interpretation to policies, guidelines and service level agreements (SLA’s) which may impact service.
* Proposes changes to own function making recommendations for other service delivery.
* The post holder will need to maintain a good knowledge of emerging policies from government departments for example pensions, change management, constitution.

 **Research and Development*** Plan, develop and evaluate methods and processes for gathering, analysing, interpreting and presenting data and information
* Co-ordinating Research & Development initiatives, delegating as appropriate.

 **Planning and Organisation*** Contribute to the strategic planning of team projects, identifying interdependencies across projects/functions, potential impacts on the wider organisation, resource requirements and building in contingency and adjustments as necessary.
* Contribute to short, medium- and long-term business plans, achieving quality outcomes.

 **Key Working Relationships*** Operate effectively in a flexible and demanding environment and proactively engage with key stakeholders.
* Work effectively with a variety of external consultancies working on other projects and programmes within other NHS directorates as required.
* Communicates and provides highly complex information to a wide range of internal and external stakeholders. (verbal, written and numerical)
* Deal with resulting potentially aggressive/antagonistic situations as required.
* Work and engage constructively with stakeholders on a range of business sensitive issues.
* Nurture key relationships and maintain networks internally and externally.
* Ensure close liaison with the Communications and Stakeholder team on public relations and marketing activities.
* Apply a structured change management approach and methodology in relation to change management.
* May deputise for the Senior Supplier Managers as required.
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| **Organisational structure** |
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| **Person specification** |
| **Criteria** |  | **Essential** | **Desirable** | Evidence\* |
| **Qualifications** | Educated to Masters level or equivalent level of experience of working at a senior level in specialist area.Prince 2 Project ManagementAgile Project Management FoundationITIL Foundation (desirable) | √√√ | √ | A/I |
| **Knowledge and** **experience** | Ability to build supplier relationships and have a good understanding of account and relationship management.Understanding of the challenges faced by the primary care IT supplier market and a challenging and political environment.Working in complex IT delivery programmes involving large suppliers / delivery partners.Working as part of an Agile delivery team and applying agile ways or working across teams.Managing multidisciplinary teams in achieving delivery targets.Understanding of working with Commercial Frameworks.Experience in contract management, demonstrating effective capacity and capability in the management of a contract, achieving relevant accreditation under CMCP.Extensive knowledge of specialist areas acquired through post graduate diploma or equivalent experience or training plus further specialist knowledge or experience to master’s level equivalent. Evidence of post qualifying and continuing professional development. Comprehensive experience of project principles techniques and tools such as Prince 2 and Managing Successful Projects. Have an understanding of the background to and aims of current healthcare policy and appreciate the implications of this on engagement. Have an appreciation of the relationship between the Department of Health and individual provider and commissioning organisations.Experience of managing and motivating a team/virtual team and reviewing performance of the individuals. Experience of identifying and interpreting national policy.Member of relevant professional body. | √√√√√√√√√√√√ | √√√ | A/I |
| **Skills, Capabilities & Attributes** | Must be able to provide and receive highly complex, sensitive or contentious information, negotiate with senior stakeholders on difficult and controversial issues, and present complex and sensitive information to large and influential groups.Ability to negotiate on difficult and controversial issues including performance and change.Ability to analyse complex facts and situations and develop a range of options.Ability to make decisions autonomously, when required, on difficult and contentious issues where there may be a number of courses of action, working to tight and often changing timescales.Demonstrates a strong desire to improve performance and make a difference by focusing on goals.Must be able to prioritise own work effectively and be able to direct activities of others. Must be able to use initiative to decide relevant actions and make recommendations with the aim of improving deliverables and compliance to policies.  | √ √√√√√√ |  | A/I |
| **Values and Behaviours** | Commitment to and focused on quality, promotes high standards in all they do.Able to make a connection between their work and the benefit to patients and the public.Ability to operate in a value-driven style consistent with the values of the public services and specifically with the new organisational values.Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others.Values diversity and difference; operates with integrity and openness.Works well with others, is positive and helpful, listens, involves, respects and learns from the contribution of others.Consistently looks to improve what they do, look for successful tried and tested ways of working, and also seeks out innovation.Actively develops themselves and supports others to do the same.Needs to have a thorough understanding of and commitment to equality of opportunity and good working relationships both in terms of day-to-day working practices, but also in relation to management systems. | √√√√√√√√√ |   | A/I |
| **Other** | Able to travel across various sites where applicable | **√** |  | A/I |

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| \* Evidence will take place with reference to the following information: |
| **A** | Application form |
| **I** | Interview |
| **T** | Test or Assessment |
| **C** | Certificate |

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| **KEY TO JOB DESCRIPTION AND PERSON SPECIFICATION COLOUR CODING** |
|  | Light Blue | JOB SPECIFIC INFORMATION: Text **can** be amended or additional information inserted |
|  | Dark Blue | ORGANISATION SPECIFIC INFORMATION: Text **should not** be amended |
|  | Black | NATIONAL GENERIC INFORMATION: Text **should not** be amended (denotes banding) |