

NHS England

Job description and person specification

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

|  |  |
| --- | --- |
| **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 |

|  |  |
| --- | --- |
| **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. | As a Senior 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 Products, Services and Marketplace, within the Product Directorate.  This role is a critical delivery role covering a number of activities within the live supplier delivery function within Digital Products, Services and Marketplace, which is responsible for delivering and managing over 80 supplier technology products and solutions for the General Practice and Primary Care estate.  Senior Supplier Managers manage the activities and processes required for a supplier to sell their technology, products and solutions to the NHS market through the Buying Catalogue and manage supplier compliance in accordance with the NHSE Commercial Framework.  In particular, the post holder will be responsible for:   * Leading on supplier on-boarding activities and management of future suppliers across various frameworks, working closely with the on-boarding Delivery Manager. This includes managing a complex set of assurance processes. * Management primarily of “Type 1” live supplier(s), These are generally suppliers with the largest market share across the Primary Care estate offering multiple product solutions deployed in the primary care estate. * Managing and facilitating all related issues for delivery of the service. This requires the individual to lead issues with Service Management, Commercial, Finance functions as well as Programmes across the organisation as appropriate in the management and resolution of all supplier-related issues including live issues and delivery of functional change on the supplier roadmap. * Managing multiple suppliers’ compliance against framework obligations and report to Senior Management Team on status of suppliers. * Leading on delivery of prioritised Secretary of State commissioned projects as agreed with Lead Delivery Manager. * Managing technically complex live service issues primarily relating to Type 1 suppliers who have a large footprint in the deployed estate. Lead on Release Management activities, managing suppliers in issue resolution. * Managing complex and often challenging discussions with suppliers and stakeholder groups to negotiate and achieve a satisfactory outcome. * Producing management information and reporting in support of the supplier compliance and live state activities. * Managing specific complaints raised via NHS England, the supplier, or Integrated Care Boards (ICBs) against suppliers through to resolution. This includes non-compliance issues leading to commercial remediation. * Owning the relationship with a number of National Programmes/Services and have in depth knowledge of their processes, dependencies and changes that will impact the supplier compliance status against GPIT Futures frameworks, including new and emerging. * Owning the supplier commercial trackers and have responsibility for providing supplier compliance detail into senior management boards. * Line management of Supplier Managers (8a) managing onboarding processes and their compliancy against all frameworks. * Live Supplier management across multiple frameworks which operate under the GPIT Futures Frameworks using operational tooling such as Jira and Confluence. * Managing any supplier non-compliance issues. Assessment of evidence, presenting data to stakeholders such as commercial teams and Governance Boards and acting upon outcomes. * Building effective relationships with suppliers, Subject Matter experts and internal and external stakeholders. |

|  |  |
| --- | --- |
| **Key Job specifics and responsibilities** | **Key accountabilities** |
| **Improving quality and outcomes**   * To manage assigned “Type 1” suppliers which have the largest footprint across the Primary Care estate and financial turnover. Act 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 manage suppliers through this process to achieve compliance and entry onto the Buying Catalogue. * To build excellent supplier rapport and solution knowledge to enable quick resolution of issues and effective working practices. * To manage supplier delivery through the on-boarding process building excellent knowledge of the Standards and Capability model and framework the supplier has signed up to. * Manage complex programme negotiations with suppliers and stakeholders and awareness campaigns with suppliers. * To provide support to peers and line management of Supplier Managers. * To manage challenge delivery targets when Secretary of State or other NHS organisations requires urgent requests for change to be delivered. * To continually review supplier roadmaps and plans and delivery capabilities against the evolving needs of the GP IT Futures programme. * To build and manage the communication of supplier market intelligence. Using this to support discussions with senior management and communications with suppliers and stakeholders. * Manage suppliers in delivering against the GP IT Futures Roadmap for the Digital Care Services (DCS), ensuring that suppliers meet contractual obligations against the commercial framework. * Manage and evaluate complex information relating to supplier conformance activities, communicating this to senior management and Subject Matter Experts within the programme, suppliers, and where appropriate external stakeholders. * To report to the appropriate governance groups reporting on the supplier status, managing the outcomes which may require management of a supplier through a complex remediation process, in-line with the legal requirements. * To be competent in the use of delivery tools such as Jira and Confluence, to track and monitor supplier’s onboarding and ongoing compliance, aligned with the requirements of the framework.   **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, at a national and regional level across health and social care and beyond. * 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. * To provide peer support, mentoring and guidance for the Digital Marketplace team.   **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;   * Lead the delivery of day-to-day activities, projects and initiatives as required. * To manage team members and drive delivery of a range of business initiatives and projects on time. * 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. * To support the identification and sharing of best practice in Digital Primary Care to support service improvement. * Provide specialist advise and prepare strategic reports and briefings for directors and stakeholders. * In depth analysis, interpretation and production of complex and multiple reports.   **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. * Ensure that the projects maintain business focus, have clear authority and that the context, including risks, is actively managed in alignment with the strategic priorities of NHS.   **Financial and Physical Resources**   * Responsible for supporting the commissioning of projects and procurement of services to support project delivery, acting in accordance with Standing Orders and Standing Financial Instruction. * Provide financial reports to Directors and various governance forums as required. * Financial instructions in the discharge of this responsibility. * Constantly strive for value for money and greater efficiency in the use of budgets, and to ensure that they operate in recurrent financial balance year on year.   **People Management**   * Responsible for the day-to-day range of staff management matters, which will include responsibility for supporting appraisals, development of staff, recruitment and where necessary employee relations matters. * Responsible for an individual’s development on the job and team performance. * Managing third parties (such as consultants/interims) to ensure deliverables are met in a timely manner and within budget.   **Information Management**   * Develop and deliver information sharing systems. * Develop the acquisition, organisation, provision and use of knowledge and information. * Highlight exceptions and risks ensuring mitigating action is taken. * Drafting reports summarising status on issues, appraising outcomes, and providing progress reports for the Lead Delivery Manager. * Collate as required, qualitative and quantitative information and lead appropriate analysis to develop robust business cases and contribute to delivery of ‘products’ and service improvement. * Analyse, interpret and present data to highlight issues, risks and support decision making.   **Research and Development**   * Plan, develop and evaluate methods and processes for gathering, analysing, interpreting and presenting data and information. * Deliver initiatives and projects to comply with key performance indicators, and best practice guidance. * Co-ordinate Research & Development initiatives, delegating as appropriate.   **Planning and Organisation**   * Ensure projects, services and initiatives are delivered on time, to quality standards and in a cost effective manner, adjusting plans as required. * Determine the strategic planning of Department or Directorate projects, identifying interdependencies across projects/functions, potential impacts on the wider organisation, resource requirements and building in contingency and adjustments as necessary. * Determine the development of performance and governance strategies and the development and implementation of improvement programmes, in accordance with Service Sector priorities. * Determine short, medium- and long-term business plans, achieving quality outcomes.   **Policy and Service Development**   * Carry responsibility for developing policy and procedure within own discipline/field, including briefings, commissioning, business or resources. * Responsible for proposing and drafting changes, implementation and interpretation to policies, guidelines and service level agreements (SLA’s) which may impact service within Department or Directorate. * Proposes changes to own project/service and make recommendations for other projects/service delivery.   **Key Working Relationships**   * 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) * Present highly complex information about projects, initiatives and services to a wide range of stakeholders in a formal setting. * Commit to working and engaging constructively with internal and external stakeholders on a range of contentious issues. * Support matrix working internally and collaborative working across organisations. |

|  |
| --- |
| **Organisational structure** |
|  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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 Management  Agile Project Management Foundation  ITIL Foundation (desirable) | √  √  √ | √ | A/I |
| **Knowledge and**  **experience** | Experience of working with external suppliers and have a track record of delivery.  Subject matter expertise across a number of key areas relating to:   * 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.  Must 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 budgetary responsibility, including budget setting with evidence of working knowledge of financial processes.  Experience of building effective cross working relationships to drive organisational agenda.  Strong experience of managing and motivating a team/virtual team and reviewing performance of the individuals.  Member of relevant professional body. | √  √  √  √  √  √  √  √  √  √  √  √ |  | A/I |
| **Skills, Capabilities & Attributes** | Highly developed communication skills with the capability to analyse, review and make sense of highly complex, sensitive or contentious information across a diverse range of subjects relevant to post portfolio.  Demonstrable skills in presenting complex concepts and information which may include difficult and controversial issues, across a wide range of audiences.  Ability to identify risks, anticipate issues and create solutions and to resolve problems in relation to project or service delivery.  Ability to understand a broad range of complex information quickly and make decisions where opinions differ/no obvious solution.  Evidence of planning and delivering programmes and projects and services on time.  Ability to work without supervision, providing specialist advice to the organisation, working to tight and often changing timescales.  Interpreting national policy for implementation.  Demonstrable experience developing, managing and motivating teams/individuals to ensure success.  Experience of delivering against competing priorities and deadlines while also directing the work of teams/individuals. | √  √  √  √  √  √  √  √  √ |  | 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.  Self awareness in terms of emotional intelligence, biases and personal triggers with cultural sensitivity and awareness.  Values diversity and difference and operates with integrity and openness.  Embraces change, viewing it as an opportunity to learn and develop.  Demonstrates honesty and integrity and promotes organisational values. | √  √  √  √  √  √  √  √  √  √  √  √  √ |  | A/I |
| **Other** | Able to travel across various sites where applicable. | **√** |  | A/I |

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

|  |  |  |
| --- | --- | --- |
| **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) |