

Post title	Commercial Operations Officer
Division / Section	Commercial and Procurement
Department	Resources
Responsible To	Senior Commercial Operations Officer
Number of post holders	6
Acting up/ Secondment	No

Purpose of Job

The post will provide support in relation to the review of commercial performance and compliance across the Council. In particular the post will support the development and management of the procurement aspects of the Council's Purchase to Pay systems and processes.

This includes:

- Data quality to support ease of use and excellent management information
- Engagement with service users across the Council and external stakeholders
- Mobilisation and communication of new contracts
- Review and advice to customers in relation to all orders for non-contracted supplies

MAJOR TASKS/JOB ACTIVITIES

- Support system development projects, for example the current implementation of Business World procurement module
- Support communications and engagement across the Council in relation to procurement systems and processes, for example by attending user groups meetings such as a schools forum.
- Develop, manage and maintain the Council's procurement master file records as follows, ensuring that they are designed to provide ease of use for customers and excellent management information
 - Catalogues / Products (estimated requirement of 100,000)
 - Suppliers (6,000)
 - Contracts, including contract administration associated with contract and supplier management (2,000)
 - Purchase cards (500)
- Ensure the Council meets its statutory requirements under the Procurement Reform Act in relation to maintaining and publishing a Contracts Register, ensuring that the Council's register aligns with information held on Public Contracts Scotland or other national database used to provide a Scotland wide picture
- Ensure that all new contracts are mobilised effectively and raise awareness with all relevant users across the Council

- Review, challenge and, where appropriate, source requisitions for non-contracted supplies.
- Develop and circulate management information reports that enable the Council to improve
 - Value for money, with particular focus on non-contracted spend
 - Planning of procurement activities
 - Compliance with legal requirements and Contract Standing Orders, including project work with service areas to help them address compliance issues
 - Freedom of Information enquiries
- Ensure that procurement processes and guidance are kept up to date and changes are communicated effectively across the Council
- Liaise with Internal Audit / External Audit in relation to any procurement system reviews and lead on implementation of agreed recommendations
- Develop and maintain performance information for the procurement operations
- Provide accurate responses to Government returns, National Fraud Initiative and annual returns from HMRC.
- Develop the Council's use of national systems and information where this will drive value for money
- Represent the Council in sector wide groups to develop and enhance national data systems for procurement
- Provide a procurement and financial systems helpdesk [pending decision on whether this should be managed by another Council Service]

Supervision and Management of People (Numbers and type of staff)

The post will not have any management responsibility although they may on occasion work on particular projects/working groups, where they facilitate the workings of the project along with staff from other Council areas and/or external agencies.

The post should be visible, approachable and capable of building the trust necessary to secure the commitment of staff to change.

Along with team members, the post is responsible for building and maintaining an effective team environment, ensuring effective communications with all procurement staff, other sections and business areas both internally and externally.

Creativity and Innovation

The post must be able to adapt quickly and flexibly to new demands and change, encouraging and harnessing development ideas and innovation from their managers and staff.

The post will facilitate the management of projects ensuring project outcomes are delivered.

The post's environment is one in which the large number of managers, elected members and service users require that there will be a high level of competing priorities and demands, which must be dealt with effectively and diplomatically.

The post must demonstrate a creative and constructive approach to problem solving. An ability to interpret a range of complex information and to home in on key issues, principles and inter-dependent factors is

essential in order to ensure that decisions are properly informed by technical, political and presentational expertise. The post must demonstrate confidence in their own judgement whilst encouraging feedback and responding constructively to alternative ideas and proposals.

Contacts and Relationships

Contacts will relate to the development and delivery of systems and procedures used by over 2,000 staff and 6,000 suppliers and as such will have a wide ranging impact on frontline service delivery.

The post will support appropriate working groups, user forums etc. to promote and develop the service in consultation with service users.

The post may also represent the Council to a range of external stakeholders, such as the Scottish Government and external suppliers and should present a positive impression of the Council.

Decisions (Discretion)

The post will assist in developing and implementing policy and best practice in the Council's use of its Purchase to Pay system.

The post will assess service users' compliance with the Council's purchase to pay rules and procedures and work with service users to resolve any issues, for example in relation to orders for non-contracted supplies or retrospective purchase orders.

The post must possess an understanding of both the political and local government framework together with corporate and service objectives to ensure that decisions taken are consistent with the Council's wider strategies and objectives

Decisions (Consequences)

Decisions will have an impact across all Council services

Resources

The post will manage any resources required to ensure that the project/area of work is completed on time and to the defined objectives.

The post has responsibility for a range of confidential IT information which relates specifically to the work undertaken within Procurement.

Environment – Work Demands

The post works in a varying environment often dealing with conflicting, political and other vested interests. This means that the post works with a competing priorities and demands, often within tight deadlines, and often subject to revision, which must be dealt with effectively and diplomatically.

Environment – Physical

Although the post may be exposed to some physical demands these will be predominantly within the range of normal office based activities.

Environment – Working conditions

Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office based activities.

Environment – Work Context

Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a Council employee.

Knowledge and Skills

The post must have knowledge and experience of the development and maintenance of financial systems and processes, and be qualified to at least SVQ4 level.

The post must be able to communicate and negotiate effectively at all levels both verbally and in writing and able to demonstrate an ability to analyse complex issues, assess their business impact and resolve these effectively. The post must be able to present issues effectively and clearly at a variety of forums.

The post must have the ability to work within multi-disciplinary teams working to deliver specific projects.

Experience in an environment where strategic change and continuous improvement has been demonstrated is essential in this post, as is familiarity with the principles of change management.

The post must have a sound appreciation of the complexity and diversity of Council business.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.