

Northern Housing Consortium

Job Title: Procurement Support Assistant

Responsible to: Procurement Manager

Section: Commercial Services

1 Main purpose of the role

- Provide administrative support to ensure the smooth running of the Procurement Team, accurate information recording and to support compliance monitoring.
- Unique role within the team to support members already in contract with contracts extension and renewals, and to update product catalogues.
- Act as key interface with the Business Development team.

2 Key Tasks and Responsibilities

- Carry out any administrative tasks involved within the procurement function of NHC as required.
- Monitor, cascade to the team, and respond to general queries to the solutions email inbox and incoming phone calls.
- Provide the first point of contact procurement support to members already in contract from post-award through to end of contract, including escalation of any contract issues, disputes or other matters as required.
- Membership retention – Act as first point of contact for in-contract membership queries (Affiliates and Partners) and escalate as required.
- Provide support on behalf of the business development team in relation to progressing contracts for extensions and straightforward renewals:
 - Contract extensions – Manage the contract extension process, contacting members and suppliers to confirm whether extensions are being taken and, if proceeding, liaise with them to progress through to passing the extension to the Procurement and Contract Officer or across to Account Executives
 - Contract renewals - Send timescales to members for award and further competition (renewals only, not new business) and cascade responses to Account Executives or Procurement & Contracts Officer as required.
- Manage the update process for all framework product catalogues (every six months)
- Provide support for the Procurement and Contract Officers with chasing and finding information as required.
- Support the production and sending of KPIs for TECS and for other frameworks, including supporting the development of the processes around KPIs.
- Assist with member benefit statement production.
- Provide administrative assistance with Procurement Roundtables, setting up events, inviting attendees, monitoring bookings, and responding to queries.

- Assist with supplier management and compliance checks.
- Assist with compliance monitoring, acting as key point of contact for informal extensions monitoring, liaising with Finance, and escalating as required, and manage responses to automated member compliance messaging.
- Take responsibility for supporting the accurate recording and maintenance of contact data in Dynamics, liaising with colleagues to remove/renew contacts and member records.
- Proactively contribute to business intelligence by capturing and acting upon business intelligence obtained through day-to-day work.
- To assist the team with purchase orders as required.

3 Role specific competencies and values

We are Member Focused

- Ensure that members are, always, provided with excellent customer services, communicating on a timely basis, and providing a professional, reliable, and courteous level of correspondence.
- Ensure that communications to members are clear and jargon-free.
- Provide support to ensure members are aware of their compliance requirements through our communications processes and support our members to achieve their compliance objectives.
- Always ensure that the focus of our procurement activity is on delivering the best possible result for our members in terms of quality and price.
- Act always as an ambassador of the NHC.

We are Collaborative

- Work across the full Consortium Procurement team to ensure colleagues are kept up to date and processes are carried out as efficiently as possible
- Foster and promote an open and supportive working environment within the procurement team.
- Help to support and build the reputation of the procurement function and the Consortium as a whole.
- Carry out other duties as directed.
- Fulfil the requirements of the post in a professional manner and in doing so achieve high standards and ensure agreed personal performance targets are met.

We are Innovative

- Be empowered to suggest improvements and take ownership of work undertaken.
- Work with the team to identify opportunities to improve the processes in place including developing processes around supplier management and KPIs.
- Work with the team to provide the best possible solution for members in terms of their procurement needs that provides the best quality and value for money.
- Be inquisitive in terms of building an understanding of procurement practices and UK Public Sector UK Procurement Regulations
- Adopt and maintain continuous improvement in relation to professional development, training, and learning.

We are Supportive

- Work as part of a small and agile team to help other team members to complete their objectives and the whole teamwork towards and achieve the organisational objectives.
- Participate in project work as required.
- Work as part of the wider NHC team sharing learning and information as relevant.
- To exemplify the culture, values, and behaviours of the organisation

4 Qualifications and Experience

- Excellent administrative skills.
- Excellent customer facing skills (both written and spoken).
- Good knowledge of Microsoft Office suite and ability to use computer systems and databases.
- Ability to work independently as well as a good communicator as part of a team.
- Basic knowledge of the procurement process preferred.
- Appetite for ongoing training and development.

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OUR VALUES

We are Member Focused

(our members are at the heart of everything we say and do)

- We build positive relationships both internal and external to the NHC
- We go 'above and beyond' to ensure value for money to our members and within our own organisation on behalf of our members
- We identify priorities based on understanding member and organisation needs
- We are tenacious in support of our members.

- We actively support and contribute to the work of our colleagues
- We help to create a diverse and trusting work environment where everyone can be themselves
- We are approachable, warm and friendly
- We openly share learning and skills across the organisation and our membership.

We are Collaborative

(we work together as a team)

We are Innovative

(we are creative and flexible)

- We react to new challenges quickly and positively
- We demonstrate creativity and innovation in our work
- We regularly review and improve our products, systems and processes
- We are flexible and willing but also realistic.

- We empower our people to make decisions and treat each other with consideration and respect
- We encourage the development of our staff
- We recognise and celebrate the success of the organisation, our teams and individuals
- We take responsibility and we deliver.

We are Supportive

(we help each other to be stronger and more confident)