



# Category Manager – Corporate Services

Prepared by Castlefield Recruitment



# Welcome

Hello, my name is Jenny Howarth.

Thank you for expressing an interest in the Category Management role we are recruiting for at Torus. I joined the Group as Head of Procurement earlier this year and it's been great to work with so many brilliant colleagues to achieve our clear social purpose to help our local communities thrive.

It is an exciting time to join Torus as we undertake a business transformation programme. There is a clear focus on procurement as a key enabler to deliver value for money and social value to both our colleagues and customers.

This is a great opportunity to make a positive difference to the Group and to local communities. I look forward to your application and meeting you in person.



# About Torus

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Torus Group is made up of four parts.

As a large, diversified organisation – simultaneously landlord, property developer, commercial contractor and social entrepreneur – we're able to deliver our vision on a scale that makes a real difference.

All four parts of Torus work closely together to build, maintain and manage our large signature developments. Although each is strong in their own right, truly great things with real social value happen when they combine.

The four parts are:

Torus Landlord Services – Delivering a 'landlord-plus' offer that responds to current and future need

Torus Developments – Tackling the housing crisis head on with the right homes in the right places

Torus Foundation – Creating thriving, vibrant places and tackling obstacles to success

HMS – Providing outstanding contracting services, generating funds for re-investment





# Role Narrative

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The procurement team is currently a team of 6; Head of Procurement, 2 Category Managers, 2 Procurement Managers, and a Buyer. This post will be joining the team for the next two years to help fulfil the Group's increased requirement for Corporate Services and ICT as a result of the current Business Transformation programme.

Your stakeholders will include Finance, Organisation Development, ICT, Transformation, and Legal & Governance. You'll work closely with senior managers in these departments, providing professional advice and managing resources to deliver corporate objectives whilst ensuring optimum commercial outcomes. The post holder will have direct support from procurement managers and a buyer to assist in undertaking procurement projects. These will include compliant tender processes and framework call offs. We will frequently collaborate with other organisations in order to procure business requirements in the most efficient way.

Key projects will be the procurement of the Group's key enabling contracts including Insurance, Legal Services, Professional Services, Recruitment, and ICT.

You'll be able to influence these key areas of spend to create better outcomes for colleagues and for the people and businesses of Liverpool, St Helens and Warrington.





# About the Role

<b>Job Title</b>	Category Manager - Corporate Services
<b>Length</b>	Fixed Term 2-Years
<b>Location</b>	Liverpool
<b>Salary</b>	£57,443 p/a (pay award pending)
<b>Responsible to:</b>	Group Head of Procurement



## General Responsibilities

Responsible for managing a large category of spend covering core business services, including Information Technology, Professional Services, Finance & Organisational Development , developing, and delivering effective procurement solutions across Torus Group in line with business targets and objectives.

To develop a programme of procurements covering the range of individual contracts within each of the categories, in consultation with key stakeholders and lead on, or oversee, the associated sourcing activities to ensure efficient and effective contracts are established which deliver best value, drive performance and achieve the required quality to support the aims and objectives of the business.

Identify and deliver short term opportunities through novating, migrating, collapsing, extending and varying existing contracts. While developing a work plan for identifying and delivering longer term opportunities through greater leveraging of spend and consolidating contracts/categories through competitive procurement exercises.

Responsible for identifying, developing and implementing category strategies that support Torus business needs across a diverse portfolio of expenditure, ensuring that supply chain selection criteria align with the organisational values, vision and goals of Torus and that all procurements within the remit satisfy relevant legislation and procedures.

# Job Description

Working with staff across Torus to enable the delivery of a savings target, service improvements, business plan, value for money and financial risk management by embedding and delivering your category strategies.

The category manager will be required to lead large scale, complex procurement projects, in conjunction with cross-functional teams from all divisions and/or departments across the Group. Procurement projects undertaken will be those of a value that surpass Public Contract Regulations 2015 thresholds.

Individual contract values may vary in range and level of risk. This role will manage the supply of indirect goods, services and works across the Group in order that financial savings and performance improvements are made through a more strategic approach to procurement and a more integrated approach with internal and external customers and suppliers.

The post will delegate, support and monitor projects and work packages to floating delivery team members. The floating delivery team consists of two procurement managers, and a buyer and in line with the head of procurement.

## Key Responsibilities

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### Operational Services

- To develop an understanding of the market for the areas of responsibility and provide category insight to influence current and future strategies.
- Perform spend analysis in order to identify opportunities for cashable savings in collaboration with internal stakeholders through business partnering principles, to support the development of best practice procurement and contract management in order to deliver corporate objectives.
- Track and report the actual saving delivered, identify and address any areas of risk to forecasted savings.
- To develop a rolling plan of procurement projects for the category, taking into account novating, migrating, collapsing, extending and varying legacy/current contracts in order achieve immediate savings, while shaping a more strategic tactic for future procurement.
- Accountable for identifying opportunities for consolidation in order to leverage maximum value from the total group spend and monitor corresponding spend to minimise leakage against Group contracts and frameworks.
- Responsible for developing a Category Plan and maintain a forward work plan based on the Saving Opportunity assessment. Contribute to the delivery of value for money and corporate efficiency targets, through the development of innovative procurement best practice principles and relentlessly pursuing value via consistent application of professional Procurement tools, techniques and processes.



# Job Description

- Develop and propose savings figures for each contract within the category using market intelligence, early supplier engagement and a 'drains up' approach to each contract/category of spend.
- Operate commercially, identify, develop and implement procurement strategies for key spend areas across the group in conjunction with senior stakeholders, operational managers and service users
- Support the development and implementation of category strategies to ensure that all goods, works and services are procured to the appropriate quality, required service level and best value.
- Assist in the embedding of the corporate Procurement and Value for Money strategies, ensuring stakeholders understand procurement requirements, implement, and measure the impact of, procurement actions.
- Awareness of wider Group strategies, policies and procedures to enable effective design and implementation of category strategies which meet vision, aims and objectives.
- In relation to project complexity, explore all procurement routes to market. Including but not limited to outsourcing, competitive dialogue, direct Find a Tender (FTS) specific, collaborations framework agreements, tendering and e-auctions and other innovative or industry best practices.
- Draft and agree relevant contracts/agreements with suppliers of goods, services and works within remit, ensuring fit for purpose SLA's and KPI's are included. With the support of the line manager, work in conjunction with internal governance and external legal services provider to develop risk averse, compliant contracts.

## **Stakeholder Relationship Management**

- Ensure supplier performance management is embedded in appropriate contracts to promote a continuous improvement culture and manage regular contract review meetings with suppliers in accordance with agreed KPIs/SLA's
- Develop relationships across the business and with external supply chain partners based on trust, flexibility, integrity and co-operation.
- To develop and maintain a network of relationships within business partnering areas to keep informed and up to date on team and organisational needs to enable immediate engagement when action or support is needed
- Keep abreast of supply markets and establish senior management relationships with key suppliers.
- Effectively engage and increase awareness of procurement and gain support for procurement initiatives.
- Facilitate cross functional teams to develop category strategies within area of procurement responsibility.
- To work collaboratively within the Procurement and Finance team to support change plans and projects providing specialist input as required in line with corporate aims and objectives.
- Utilise supplier relationship management skills to form effective working relationships with local, national and international suppliers e.g. Development Framework Suppliers, Contractors, Consultants and other third party Suppliers, Contractors and Consultants.



# Job Description

- Supervision responsibility for junior procurement roles on the team as required including day to day workload progression and mentoring on all aspects of best practice procurement. Utilising the resources effectively within specific projects and developing their skill sets where appropriate.

## Compliance and Risk

- Adherence to relevant financial and governance policies and procedures, UK legislation including systems of internal control and financial regulations, to drive quality services and minimise risk of fraud and error.
- Understand and keep up to date with legislative requirements and ensure procurement activities are implemented effectively across the group complying with legislative requirements and principles of good governance.
- Support the delivery of the corporate risk management framework, including identification of risk and controls.

## Health and Safety

- Ensure that H&S policy and procedures are adhered to and embedded to deliver effective and safe services and operations.

## Equality and Diversity

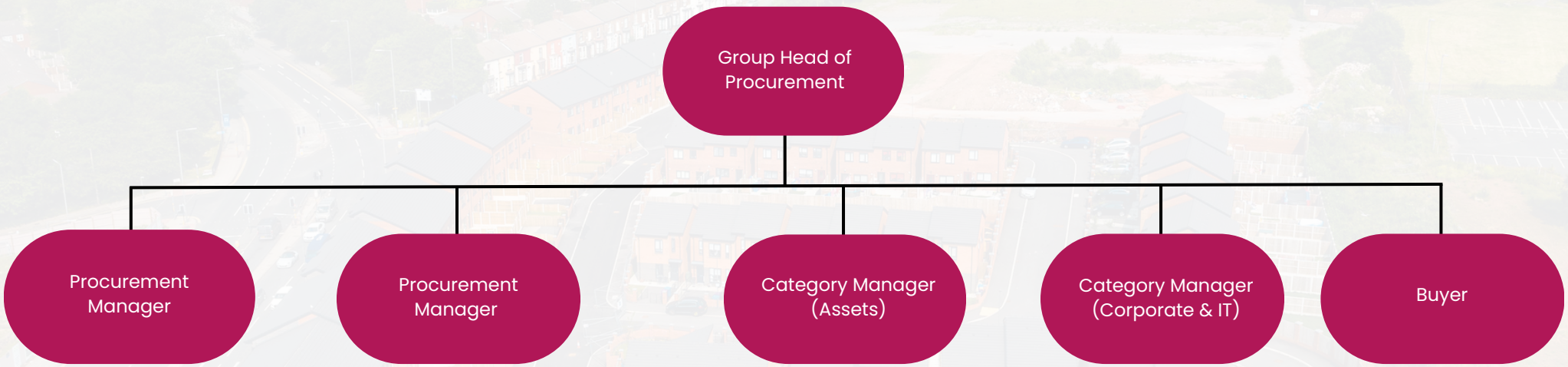
- Apply and embed fairness and equality in both the delivery and offer of all services, to ensure that all staff and customers are treated fairly, to meet an individual's personal circumstances.

## Value for Money

- Utilise robust value for money, appraisal and reporting processes for all procurement activities.
- Ensure procurement processes contribute to the achievement of corporate social value objectives.
- Drive VFM in respect of our contractual relationships with suppliers, contractors and all other services.
- Proactively plan and carry out regular supplier market testing and benchmarking. Utilising Procurement Benchmark Group, Housemark, Government Procurement Service, Housing consortia, CIPS and other relevant sources of commercial information, as appropriate. Involve key stakeholders and customers in this activity where appropriate to define their needs.
- Ensure all procurement work-plans and savings plans are kept up to date with details of relevant project status and benefits delivery relevant to the post holders spend category responsibility, such savings and benefits being managed and delivered through the established savings tracker. Report on a monthly basis in a format to support a balanced scorecard approach.



# Procurement Team Structure



# Person Specification

	Criteria	Essential/ Desirable	Method of Assessment
<b>Appropriate professional qualification</b>	<ul style="list-style-type: none"> <li>Member of CIPS or equivalent degree/ qualification, or working towards in latter stages of Professional Qualification</li> </ul>	E	C
<b>Experience &amp; Track Record</b>	<ul style="list-style-type: none"> <li>Minimum 5 years' experience at mid-senior level within a 'strategic' procurement function.</li> <li>Significant Procurement experience with a wide coverage of indirect/corporate service category areas including IT.</li> <li>Strong Knowledge of UK Procurement Regulations and good working knowledge of contract law</li> <li>Experience of supplier selection, negotiation and contract management, delivering cost savings and process efficiencies.</li> <li>Procurement Project Management skills including extensive stakeholder management and supplier relationship management experience.</li> <li>Extensive experience of supplier competition processes, outsourcing, frameworks and tendering.</li> <li>Working experience of the UK Procurement Regulations and proficient in key FTS procurement procedures.</li> <li>Proficient pre tendering activity such as research, market engagement, market stimulation.</li> <li>Proven high-level contract drafting ability with a range of contract types.</li> <li>Problem solving and analytical skills. Analyses data logically and plans work using their own initiative making sure that plans can be adapted quickly to address changes in the environment.</li> <li>Proven experience of leading complex procurement projects involving senior (up to Exec level) stakeholders from cross-functional, geographically dispersed teams.</li> <li>Experience across a wide range of spend categories is preferable in order to apply skills across, Business Services, Consultancy, Professional Services and IT procurement.</li> <li>Self-motivated and a 'completer/ finisher'</li> <li>Experience and advanced capabilities in the use of e-procurement systems. Financial reporting systems desirable. MS Office skills essential</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>



# Person Specification

<p>Managing Change</p>	<ul style="list-style-type: none"> <li>• Manages change through combining excellent project management skills with an inclusive style to deliver intelligence led improvements. Flexible in outlook and able to change direction at short notice.</li> <li>• Anticipates reactions to change and new interventions and suggests appropriate responses.</li> </ul>	<p>E</p> <p>E</p>	<p>I</p> <p>I</p>
<p>Leadership &amp; Vision</p>	<ul style="list-style-type: none"> <li>• Takes personal responsibility for own workload. Is confident listening and presenting, and able to influence and inspires others and encourage innovation.</li> <li>• Take ownership and effectively manage direct supplier portfolio of the procurement team via regular documented reviews. Be innovative in the supplier management process explore different dimensions for continuous improvement which may not be directly related to cost. Engage key stakeholders/ appropriate divisions in this activity</li> <li>• Supervision responsibility for junior procurement roles on the team including day to day workload progression and mentoring on all aspects of best practice procurement. Utilising the resources effectively within specific projects and developing their skill sets where appropriate.</li> </ul>	<p>E</p> <p>E</p> <p>E</p>	<p>I</p> <p>I</p> <p>I</p>
<p>Interpersonal Persuasion &amp; Influencing</p>	<ul style="list-style-type: none"> <li>• Demonstrates high levels of motivation and resilience combined with enthusiasm, commitment and a curious, inquisitive approach to challenge and seek continuous improvement.</li> <li>• Passionate, committed and self-motivated to inspire others to change.</li> <li>• Relentlessly pursuing value via consistent application of professional Procurement tools, techniques and processes.</li> </ul>	<p>E</p> <p>E</p> <p>E</p>	<p>I</p> <p>I</p> <p>I</p>

# Person Specification

Financial & Risk Management	<ul style="list-style-type: none"> <li>• Demonstrable governance and financial compliance management experience to ensure robust and compliant operations.</li> <li>• Evidence of a balanced approach to risk management within reward activity, taking account of business need and risk and providing balanced advice and direction based on sound judgement.</li> </ul>	E	I
Communication	<ul style="list-style-type: none"> <li>• Ability to engage with staff, peers, board members, tenants and external partners to build relationships based on honesty, trust, mutual respect and integrity to inspire confidence and respect.</li> <li>• Competent user of the digital/social media channels and their role in communication and driving business success.</li> </ul>	E	I
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Key:

AF = Application form

C = Certificate

I = Interview

T = Test



# Benefits Package

- 25 days holiday + Bank Holidays (rising to 30 after five years)
- Pension - 3% Employee / 6% Employer
- Purchasing / Carrying Leave
- Life Assurance Scheme
- Agile / Flexible Working
- Retail Discounts
- Wellbeing Programmes (Occupational Health, Mental Health First Aiders)
- Health Care Cash Plan
- Free On-Site Refreshments



# Contact Us

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