





Contract Manager and Social Value Lead

Welcome

I am delighted to offer 5 newly created posts and recruitment to one existing post within our Procurement and Supplies department.

The creation of the new posts is to ensure we continue to deliver procurement services in line with the Public Contract Regulations, Provider Selection Regime and the new Procurement Act 2024.

It's an exciting time to join public sector procurement and these 6 posts will give the right candidates the opportunity to develop themselves and the role and shaping the future of CHS Procurement.

- Senior Category Manager (Clinical)
- Senior Category Manager (Non-Clinical)
- Contract Manager and Social Value Lead
- Assistant Category Manager Non-Clinical
- Procurement Assistant Procurement Team
- Procurement Assistant Contracts Management and Social Value Team

CHS provides estates, facilities, medical engineering and procurement services to Calderdale and Huddersfield NHS Foundation Trust (CHFT) and other customers.

CHS was formed in 2018, as a relatively new company we have already won the Huddersfield Examiner Business Award (Community) 2021/22 and been voted in the top 100 companies within Kirklees for the last 2 years.

Our Estates team have recently won 3 national trophies at The Building Better Healthcare Awards in London. The project scooped 'Best Covid Building Design Project' & 'Best Covid Project Team' as well as the coveted 'Clinicians Choice' awards. In addition, our Materials Management team have won an 'Above and Beyond' Award at The Yorkshire and Humber Procurement Skills Development Network for the amazing work they did during the pandemic.

CHS is a great place to work that will provide the right candidates an opportunity to grow and develop as part of our team.

Please see the attached job description and personal specification that is linked to this post.

If you feel you have the right attributes and experience we look forward to receiving your application.

Stuart Sugarman
Managing Director
Calderdale and Huddersfield Solutions Ltd

Our Organisation

Background to the Organisation

We employ over 450 staff in a wide range of functions, ranging from cleaners, drivers, catering, retail and portering staff to engineers and procurement specialists.

Overview of Calderdale and Huddersfield Solutions Limited

CHS is a wholly owned subsidiary of the Trust and provides a fully managed suite of healthcare facilities for use by CHFT. CHS provides value to CHFT through its specific service offer and through its ability to manage developments and operational risk for the Trust and other parties, enabling the Foundation Trust Board to focus on clinical matters. These services include the management of contracts on behalf of CHFT including procurement and contract management as well as more traditional estates, facilities, medical engineering and procurement services.

CHS is led by a directly employed Managing Director with directly employed staff providing estates, facilities and procurement services.

Our location

CHS is situated at the Huddersfield Royal Infirmary (4 miles from Calderdale Royal Hospital in Halifax where some of our services are based) and we sit between a choice of Airports such as Leeds/Bradford and Manchester. We are also conveniently located within easy distance to Huddersfield and Halifax Railway Stations with accessible rails links to Leeds, Manchester, York, Liverpool and London.

Huddersfield Royal Infirmary itself is situated in the village of Lindley. There are a number of local amenities, such as supermarkets, high quality independent shops, and great bars and restaurants. There is a post office and public transport on the doorstep and the centre of Huddersfield is within easy walking distance.

Calderdale Royal Hospital is located in the town of Halifax, a short 15-minute drive from Huddersfield. There is a free shuttle bus that runs between both sites regularly.

Our Organisation

Included Services

CHS delivers the following services for the operated healthcare facilities:

- Estates Services: includes the estate development, maintenance, repair and health and safety aspects of a fully functioning hospital facility
- Facilities Service: includes cleaning, portering, transport, linen, catering, retail, waste management and car park management
- Procurement Service: includes the procurement of all non-pay goods and services for both CHS and CHFT, materials management (stock, supply and distribution of clinical and non-clinical products and consumables), contract management and utilities procurement
- Medical Engineering: all aspects of medical devices management, including the procurement and repair of new devices

Our Vision and Values

Calderdale and Huddersfield Solutions Ltd (CHS) recognises that its staff are its greatest asset and that its business is its people. It is important that the values of CHS reflect the Trusts values so we can act as an enabler for clinical and non-clinical teams to provide the best possible service for patients.

Calderdale and Huddersfield Foundation Trust's (CHFT) values and behaviours underpin the vision of the Trust and these are the values that all employees of CHS are expected to adopt.

Our Vision:

Together we will deliver outstanding compassionate care for our patients and One Culture of Care for our colleagues.

One Culture of Care:

Caring for each other the same way we care for our patients.

Our 4 values supporting One Culture for Care:



We put people first



We work together to get results



We go see



We do the mustdos

Our vision is to be an employer of choice. We will support our staff to develop and encourage a drive for all staff to be more commercially aware. Where appropriate we will provide training for staff to help us deliver our commercial strategy, this will include developing knowledge of writing business plans and tenders.

We are committed to reducing waste, improving efficiency and building a sustainable workforce to grow the business. We aim to do this by:

- Being a socially responsible and diverse organisation, growing and nurturing a workforce drawn from our community at all levels of qualification and background
- Instilling a culture of mutual respect
- Having a strong focus on learning and development for all staff, to enhance business performance and job satisfaction
- Providing mentoring and coaching support to navigate training and development opportunities
- Encouraging creativity and a 'can do' attitude
- Developing a clear apprenticeship strategy offering opportunities across all areas of Estates, Facilities and Procurement that also maximises the potential of our existing workforce who want to progress their careers. The apprenticeship scheme will help the organisation to develop a future workforce offering a real career path through to qualified and skilled positions

Our Strategy

This People Policy sets out what is required for us to deliver our objectives through our people. It seeks to enable and equip our staff with the necessary knowledge, skills experience and attitudes to deliver outstanding performance to facilitate this.

The Policy complements the organisation's interdependent strategies for sustainability and commercial viability by having the highest standards of leadership and management.

We will embrace the diversity and individuality of people to foster a culture of openness; with capable, motivated and resilient staff.

Our People Policy will be underpinned by the following:

- Staff Engagement Strategy
- Occupational Health and Well Being Strategy
- Staff Survey Action Plans
- Commercial Strategy
- Sustainability Plan

Inclusion:

We aspire to develop a culture where diversity and inclusion is embedded in our attitudes and actions.

We believe the diverse voices of our colleague should be celebrated, we will aim to tackle any barriers that might prevent colleagues from bringing their authentic self to work and we are committed to nurturing a secure and supportive environment where everyone is valued for their contribution.

Our approach complies with the Equality Act 2010 and we commit to making sure there is no unjustified discrimination in the recruitment, retention, training and development of colleagues. We will strive to:

- Improve individual awareness of cultural difference, including unconscious bias and embrace ideas to improve diversity in recruitment and development processes
- Work positively with staff from diverse groups to enable them to achieve their potential and ensure tailored development plans are created
- Support all our people in undertaking their roles to work without fear of discrimination from patients or staff of any form and to be confident that discrimination will be tackled
- To develop a culture where all staff feel able to call out discrimination

This means that:

We will promote and value difference in order to attract, recruit, retain and support our staff and be more reflective of the communities we serve.

Our values will focus on respect and acceptance of our differences and we will ensure employees from all backgrounds have equal access to career opportunities and receive fair treatment in the workplace.

Our recruitment training will look at how prejudice and unconscious bias can encroach into the selection process and how we negate this. We will where possible include a BAME colleague in the recruitment process for posts at grade G or above.

CHS colleagues have access to CHFT's LGBTQ and BAME networks, social groups and events. For up to date information on both please see CHFT's intranet pages. CHFT will look to create a forum for colleagues with a disability starting in summer 2019 and other networks will follow.

Our Behaviours

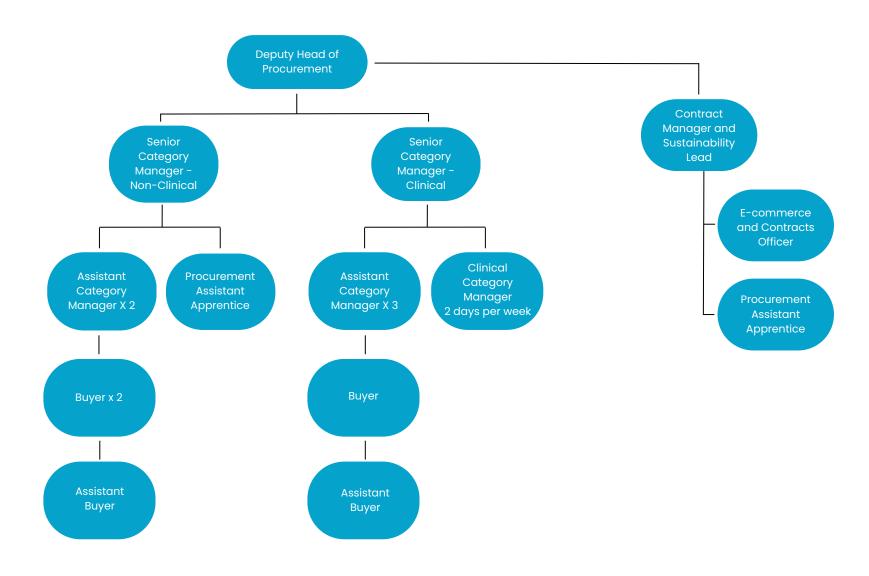
There are 7 principles with descriptions of associated behaviours to ensure there is clarity about 'the way we do things around here' and to understand our expectations of each other.

PRINCIPLES	EXAMPLE BEHAVIOURS – 'I WILL'
Be Respectful	 Treat everyone with courtesy and respect - be consistently friendly, welcoming and attentive, and show kindness, compassion and empathy Focus on the needs of service users -present a positive attitude and offer 'excellent service with a smile' Anticipate, listen and respond to the needs of others Treat others as they would wish to be treated Respect diversity and value difference
Be Responsible	 Accept full responsibility for my words, behaviours, attitudes and actions Recognise the impact of my decisions Provide a service that I am proud of Reflect the Company values in all I do Act as an ambassador for the organisation Always give of my best
Be Accountable	 Act professionally and consistently at all times Own what is mine and follow things through Contribute to my team's collective responsibility Identify and escalate risks Add value to the organisation through what I do and how I behave

Our Behaviours

Be Courageous	 Support new ways of working Offer positive challenge to what we do and how we do it Seek out and give constructive feedback Participate in and contribute to frank and honest discussions Acknowledge and address my development needs Look for innovative solutions
Be Inspirational	 Look for and get involved in opportunities that improve services Develop myself and my colleagues Motivate, encourage, and support others Demonstrate the passion and energy I have for my work Listen to understand - show genuine concern for others Act with integrity - lead by example and walk the talk Act consistently
Be Positive	 Promote a learning culture not a blame culture at every level Demonstrate a can-do attitude – 'how can we make this work?' Identify problems and focus on solutions Embrace, promote and support change Keep the 'big picture' in mind Demonstrate resilience in difficult times
Be a Team Player	 Share my ideas, skills and knowledge with others Recognise, celebrate and share success with my team, other colleagues and the company Work collaboratively and positively with others across team boundaries to get the job done Seek to build and nurture new relationships Recognise and value everyone's contribution Remember we are all working together Be loyal to my colleagues, my manager and the organisation

Team Structure



About the Role

Job Title: Contract Manager and Social Value

Lead

Reporting to: Deputy Head of

Procurement and Supplies

Location: Acre Mill Outpatients

Procurement Team

Floor 3 Lindley

HD3 3EA

Candidates may be required to work from the office more in the initial 3 months to build up a relationship with the Contract Management and Social Value team and other relevant other stakeholders. This will move to 2 days minimum in the office with home working where possible. Travel to meetings, conferences and training as necessary.

Salary: Grade G - £44,702 p/a

Role Summary

The procurement and contract landscape is changing in 2024 with the introduction of the Provider Selection Regime and the Procurement Act 2024. Following an internal review, this opportunity is a newly created post and an exciting time for the right candidate to develop and implement a contract management process across CHS/CHFT in line with the PCRs, PSR and Procurement Act 2024. The role includes the direct line management of a new Contract Management team, with 2 of the 3 posts being created for this recruitment drive.

The Contract Manager and Social Value Lead will have responsibility for ensuring day to day contractual issues relating to the contracts are resolved quickly and effectively, working with stakeholders and procurers to ensure variations or new tenders are completed where service changes are required over the contract term. The Contract Manager and Social Value Lead will ensure social value criteria are embedded within all tenders and record supplier commitments and track delivery of those commitments over the contract term holding suppliers to account for their specific commitments alongside stakeholders.

The post holder:

- Direct line management of 2 members of the Contract Management and Social Value Team - e-Commercial and Contracts Officer and Procurement Assistant Apprentice. To include workload management, 121's, mentoring and annual PDRs
- Extensive knowledge of contract management including qualifications and training which underpin the requirement of the Cabinet Office Standards for contract management

Key Responsibilities

- Will analyse spend and contract data to identify and deliver CIP and non-CIP savings
- Will ensure that the Contract Management and Social Value team resource is utilised in the most effective and efficient way
- Will be the Contract and Social Value expert for the Procurement and Supplies team and CHS/CHFT
- Will develop strong working relationships with all stakeholders, both internal and external to CHS/the Trust, promoting a culture of shared responsibility for procurement, contract management and social value activity
- Will provide contract and social value support and guidance to the wider procurement team, CHS and the Trust

Working Relationships & Contacts

- Head of Procurement
- Deputy Head of Procurement
- Category Managers
- Assistant Category Managers
- Suppliers
- Operational and Divisional Managers/Heads of Service
- Materials Management
- Other Trusts
- ICB/ICS/WYAAT
- Category Tower Account Managers
- Finance Leads/Director of Finance

Main Tasks

- Accountable for the contract management activity in Atamis e-procurement solution ensuring it is kept up to date and can be relied on to provide appropriate management information
- Drive forward contract management ensuring a proactive approach to strategic and operational contract management activity
- Undertake ad-hoc reviews of specific contracted services, for example to support service specifications, working with complex data, facts and situations requiring analysis; providing interpretations and comparisons on a range of options and making recommendations on the most appropriate approach based on analysis, knowledge, and experience
- Support the systematic review, analysis, and report on contracts within the agreed portfolio highlighting improvements and concerns with contractual performance.
- Support the agreement of robust plans with providers to recover off track performance and assist with monitoring and managing recovery in line with agreed plans
- Support delivery of the agreed process to negotiate new contracts and re-negotiate existing contracts relevant to the portfolio so that customer priorities are met, and contracts are agreed in accordance with the service specification, KPI's and supplier commitments at contract award
- Establish consistent standards and procedures for contracting.
 Interface with department Heads and stakeholders to ensure appropriate contract management is in place across all contracts
- Provide contract and social value support to new and existing procurement exercises

Key Responsibilities

- Ensure as far as practicable the use of standard formal documentation and procedures
- Chair any supplier contract meetings that are necessary whilst ensuring minutes of meetings are available and shared with all stakeholders including suppliers

Cross Departmental

- The Trust's contract management strategy, policy and process based on legislation and best practice, ensuring that such strategy is monitored against objectives and reviewed
- To provide managerial support across the procurement department and to other senior managers as and when required
- Support urgent requests for the supply of goods or services and ensure that arrangements are in place to meet the urgent requirement, dealing with the request responsibly and effectively in line with the parameters of the contract
- Deputise when required for other senior members of the procurement and supplies team
- Authorise purchase orders having ensured the best methods or routes of supply have been used, and deal with all contractual and social value issues from request to receipt and payment

Resource Management

- Take day to day supervisory responsibility for a team dedicated to contract management and social value
- Manage a robust work plan for the contract management and social value team ensuring that deployment of resource is effectively meeting the needs of the organisations stakeholders
- Provide management support to the team through monthly one to ones, team meetings, appraisals, development plans and access to training
- Provide staff with appropriate levels of support, coaching mentoring to ensure that they are able to deliver to the best of their ability
- To assist in the development and delivery of relevant procurement and contract management training across the organisation

Savings

- Analyse spend and contract data to identify and deliver CIP and non-CIP savings
- Contribute to the delivery of cost and efficiency savings for the organisation ensuring that areas which have the opportunity of driving initiatives forward are provided with the relevant resource and support to deliver

Key Responsibilities

Compliance

- Compliance to both internal and best practise processes and procedures which achieve best value for money ensuring compliance with contracts
- Ensure that the Trust's Standing Financial Instructions (SFI's) and Contract legislation is adhered to at all times
- Ensure that any queries, complaints or discrepancies reported to the department are dealt with in a timely and efficient manner
- Assist in the development and implementation of operational policies and procedures and support activities which ensure compliance to accredited standards awarded to the organisation

Suppliers/Supply

 Ensure effective supplier management to ensure compliance to contractual arrangements, KPIs and specifications as well as providing support in the event of market disruption and supplier failure which causes an issue with supply/service delivery

Stakeholder

- Effective stakeholder management strategies deployed when undertaking procurement activities/projects to ensure best outcomes are achieved for all parties
- Provide procurement advice, support to Trust staff working on procurement tasks

Collaboration

- Liaising with ICS, WYAAT, DOH, NHS Supply Chain and any applicable Procurement Hub and other appropriate organisations, to benefit from sharing best practice, including the provision of data
- Represent and Chair where appropriate any regional collaboration meetings to identify and drive collaboration
- Working collaboratively with other Trusts to rationalise products and suppliers, and agreeing and achieving savings and other value added benefits

Self Management

- Attend all mandatory training as required by CHS/Trust including Central Commercial Function and Cabinet Office training
- Lead by example when mentoring team members, being the pillar of support
- Participate in the annual appraisal process including putting in place development plans
- Seek advice and support from line manager and other colleagues within the procurement team
- Be open to change, amend working practices in response to changes in process with a positive attitude
- Be open, honest, respectful and reliable
- Be enthusiastic and passionate when adhering to company values and engaging in your personal development
- Be attentive to the detail in any procurement and negotiation activity

Job Description Cont.

 Be professional, impartial and unbiased in your communication, advice and recommendations to procurement stakeholders or colleagues

Healthcare Associated Infection

Healthcare workers have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Company/Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene including the 'naked below the elbow' approach, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about the application of practical measures known to be effective in reducing HCAI. The Company has the responsibility of ensuring that adequate resources are available for you to discharge your responsibilities

Safeguarding

 The Company, via the Trust has in place both a Safeguarding Children Policy and a Safeguarding Adults Policy in line with national legislation

- The Safeguarding Policies place a duty upon every employee
 who has contact with children, families and adults in their
 everyday work to safeguard and promote their welfare. In the
 event that you have concerns about possible harm to any child
 or adult you should contact your line manager immediately or
 in their absence your Director. Out of hours contact should be
 made with the Trust's on-call manager through switchboard
- The Trust has nominated Safeguarding Leads who act as contact points for support and advice if concerns are raised about a child or adults welfare. These individuals can be reached through switchboard during office hours by asking for the Named Professionals for Safeguarding Children or Adults respectively
- The policies and procedures described below are located on CHFT's intranet and internet site and you should ensure you are aware of, understand and comply with these. In addition the Trust will publicise and raise awareness of its arrangements and provide appropriate resources and training
 - CHFT Safeguarding Children Policy
 - Safeguarding Board Procedures for Children (www.calderdale-scb.org.uk or www.kirklees.gov.uk/safeguarding)
 - CHFT Procedure for Managing Allegations of Abuse Against Staff who Work with Children/Adults
 - CHFT Safeguarding Adults Policy
 - Safeguarding Board Procedures for Adults (www.kirklees.gov.uk/safeguardingadults or www.calderdale.gov.uk

Job Description Cont.

Probationary Period

- All staff new to Calderdale and Huddersfield Solutions are required to undergo a 6 month probationary period (with the exception of staff on temporary or fixed term contracts for 6 months or less who are subject to separate arrangements)
- All existing CHS staff transferring internally to a new post within the company are required to undergo a modified probationary period of 3 months

Equality Impact

Calderdale and Huddersfield Solutions aim to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. We therefore aim to ensure that in both employment and services no individual is discriminated against by reason of their gender, gender reassignment, race, disability, age, sexual orientation, religion or religious/philosophical belief, marital status or civil partnership

Job Dimensions

(problem solving, decision making, impact, resource management including value, working environment, responsible for staff & equipment)

- Public sector procurement experience
- NHS procurement experience
- Contract Law knowledge
- · Commitment to personal development
- Proactive
- Confident
- Attention to detail
- Analytical
- Negotiation and influencing skills
- Stakeholder Management
- IT literate
- Line management experience

Principles, Behaviours and Core Leadership Behaviours

Core Principles:

- We put the patient first
- We go see
- We do the must dos
- We work together to get results

Job Description Cont.

Core Behaviours:

• The attitudes and behaviours we expect from each other can be found in the staff handbook for new employees

Core Leadership Behaviours:

- To act as a role model for the Company.
- Supportive
- Responsive
- Compassionate
- Honest

Additional Requirements

- Attend all mandatory training
- Participate annually identifying, developing and agreeing your own development plan with your Line Manager using the Company Appraisal
- Comply with all Trust policies, procedures and protocols
- Carry out duties with due regard to the company's Equal Opportunity Policy
- Maintain professional conduct including appearance at all times





Person Specification

The successful candidate will demonstrate the following;

	Criteria	Essential/ Desirable
Knowledge & Skills	 Thorough understanding of the Public Sector contracts Understanding of basic contract law Complete understanding and knowledge of Public Contract Regulations 2015 and the new Procurement Act 2024 In depth understanding of the Social Value Act, Social Value Model and its practical implementation and delivery within contracts Able to analyse data and systems to determine and highlight areas of risk with confidence to develop and provide plans and solutions to maximise value for money and contractual performance Able to work under pressure and meet deadlines Ability to lead and motivate Excellent presentation skills Thorough understanding of current NHS Procurement Landscape Knowledge and understanding of Acute Trust Procurement Understanding of change management tools and techniques 	E E E E E D D
Experience	 Experience of managing high risk high value complex contracts within the public sector Experience of developing and implementing Category Management policy and process Experience of detailed analysis of data relating to contract delivery and KPIs Experience of e-procurement and contract management solutions such as Atamis Experience in drafting and managing Government and NHS contracts Experience of supplier management including resolution of supply challenges Proven staff management/supervision experience 	E E E E E

Person Specification

	 Experience of delivering a stakeholder management strategy Clinical product knowledge Experience of collaborative procurement across multiple organisations 	D D D
Qualifications	 MCIPS or equivalent qualification, Or equivalent and proven training and contracting experience Willingness to undertake further development/training where appropriate 	E E
General	 Able to fulfil the health requirements of the post as identified in the Job Description, taking into account any reasonable adjustments recommended by Occupational Health Must be eligible to work in the UK Ability to work in various locations throughout the network of services provided by the Company/Calderdale and Huddersfield NHS Foundation Trust Willing to work in a flexible manner as and when desired Full UK Driving Licence 	E E E D

Benefits Package

CHS is an exceptional place to work. We employ in excess of 450 staff in a wide range of functions, ranging from cleaners, porters, retail and administrative staff to engineers and procurement specialists. In addition to a competitive salary and NEST pension employer/employee match scheme (up to 6% CHS contribution) we also offer a range of benefits as follows:-

- Extensive range of discounts on-line and in store at all your favourite retail outlets/Blue Light discount card for further savings
- Staff Lottery scheme
- On site restaurant (staff discount)
- Café serving Costa coffee
- Retail shop
- On site Nursery provision and generous Maternity/Paternity and Adoption schemes
- Workforce benefit team to support with a range of childcare provision/out of school clubs
- Salary sacrifice car and cycle schemes (subject to certain criteria)
- Career break scheme/Special leave policies/Flexible working opportunities
- On site Occupational Health service
- 24/7 Care First Employee Assistance scheme that provides confidential counselling and support/financial and legal help and advice
- Chaplaincy Services, Chapel and Prayer rooms
- Dedicated wellbeing hour each week

Personal Development

- Annual appraisal
- Excellent opportunities to progress and develop new skills
- Wide range of apprenticeships for new and existing staff
- Library and Learning Centres on each hospital site

Tenure

All staff new to Calderdale and Huddersfield Solutions are required to undergo a 6 month probationary period (with the exception of staff on temporary or fixed term contracts for 6 months or less who are subject to separate arrangements).

<u>Pension</u>

Automatic enrolment into the NEST pension scheme Contributions: 5% from the employee and 3% from the employer and an employer/employee match scheme where if you decide to put extra into the scheme the company will match your additional contribution up to an extra 3%.

<u>Sickness</u>

No pay for first the first working day of absence.

During the first year of service: statutory sickness payment only.

More than 1 year and up to 2 years of service: 4 weeks full pay + 4 weeks half pay. Over 2 years: 6 weeks full pay + 6 weeks half pay.

Over 5 Years: 10 weeks full pay + 10 weeks half pay.

Benefits Package

Maternity

Full pay - 8 weeks (2 months) Half pay -18 weeks (4 months) +SMP then: SMP only - 13 weeks (3 months)

Annual Leave

28 days (20 days plus 8 public holidays)

Annual Leave Purchase Scheme

Annual leave purchase scheme gives an employee the option to purchase one or two weeks' additional annual leave each leave year (pro rata for part time employees).

Personal/Professional Development

CHS strongly encourages and supports on-going personal and professional development for all staff.

<u>Car Parking</u>

Car Parking is available on site.





Contact Us

Alejandro Stagnetto Senior Consultant

M: 07587 812 631

E: alejandro@castlefieldrecruitment.com

Luis Covell Divisional Lead

M: 07584 353 015

E: luis.covell@castlefieldrecruitment.com

Castlefield Recruitment Limited

Afflecks

4th Floor

Oldham Street

Manchestei

MI IJG

www.castlefieldrecruitment.com