

Procurement and Contracts Manager Job Description

Our
Vision

We provide
excellent
services to
customers

and build
new homes
to help more
people.

We make
sure our homes
are safe and
sustainable

and strive to do
more by making
the most of our
resources.

About Paradigm Housing Group

Paradigm Housing Group is one of the South East's leading housing providers. We manage more than 16,000 homes across 33 different local authorities.

At Paradigm, we work hard and strive for excellence. In return we offer a great place to work and an attractive range of benefits, including a Health Cash Plan, bonus potential, a competitive pension scheme and 25 days holiday plus 3 days closure at Christmas.

We welcome applications from all sections of the communities we work in.

Our Values

Safer Together

The safety of our customers, colleagues and ourselves is a priority in everything we do.

- Putting safety first •

Driving Improvement

We seek to do things better and deliver value to our customers.

- Commercial and financial awareness • Change and innovation • Delivery focus •

Being Clear

We will communicate in a clear and consistent manner so that our customers, colleagues and stakeholders understand the high standards that we work to.

- Managing information • Communication • Planning and organisation •

Acting thoughtfully

We make ourselves aware of our customers' and colleagues' circumstances and consider this thoughtfully and respectfully, and with attention to the impact on the environment when taking action.

- Involvement and inclusion • Customer focus • Integrity and respect •

Working As One

We work collaboratively with others and take personal responsibility for delivering outcomes for our customers, colleagues and stakeholders.

- Teamwork and collaboration • Developing self and others •

PARADIGM HOUSING GROUP LIMITED JOB DESCRIPTION

POST:	Procurement & Contract Manager
FUNCTIONS:	Procurement, Contract Management & Spend Analysis
DIRECT REPORTS:	Utilities Contracts Officer
REGULAR CONTACTS:	Executive Management Team; Heads of Service; External Contractors; Legal Services; Finance; Customers
RESPONSIBLE TO:	Head of Procurement

JOB PURPOSE:

To support the procurement and contract management process across the business. The role will assist the Head of Procurement in implementing a Contract and Supplier Relationship Management Standard, laying the foundation for Paradigm to become a more strategic and insightful partner.

KEY ACCOUNTABILITIES:

- Working alongside the Category Managers in the development and implementation of sourcing strategies to ensure that all goods, works and services are procured to the appropriate quality, required service level and best value.
- Support the implementation of all new contracts ensuring standards and expectations are set
- Develop and maintain relationships with key stakeholders, both internally and externally, to increase awareness of procurement activities and gain support for procurement and contract management initiatives.
- Monitor the health of the Groups 'Business Critical' Suppliers and Contracts, identifying and actioning any changes in risk factors with the Contract Manager.
- Support the development and implementation a 'Contract Management Standard' within Paradigm to ensure we are proactive, efficient and effective in the management of the performance of our contracts to ensure that the desired outcomes and intended benefits are delivered over the term of the agreement.
- Embed a set of Core KPI's within Paradigm Contracts to ensure minimum standards of performance can be monitored and measured across the business as well as ensuring compliance with the Procurement Act.
- Responsible for leading the procurement and contract management of utilities contracts across the business. Driving improvements to ensure Paradigm are compliant with government regulations. Ensuring Paradigm are contracting Energy at the best price for our customers.
- Responsible for one direct report, accountable for all Utilities invoices, transforming processes to benefit the business and customers
- Keep up to date with the new procurement act, advising the team and the business of any changes or updates.
- Audit Contract management standards across the business to include, modern slavery, change notices and correct insurance levels are in place

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- Responsible for the management of Paradigm's metering and billing provision across two sites
 - Deliver training across the business for new starters which sets out the minimum contract standards expected of staff and develop refresher training to deliver to all contract managers across the business

LEVEL OF AUTHORITY

- Budget – None

REQUIRED OUTCOMES OF THE POST

- Increased customer satisfaction from the service delivered by the Procurement Team.
- . Deliver a proactive and professional service to key stakeholders, ensuring alignment with Paradigm's Values and Behaviours.
- Effective monitoring and management of risks associated with business-critical suppliers.
- Driving continuous improvements within the utility's contracts. Improving the relationships with suppliers to drive savings and better performance
- Working alongside Category Managers to support contract management within the business

PERSON SPECIFICATION

Essential Criteria

- Significant and extensive procurement experience, ideally gained within construction, property or facilities management industries
- Experience of Contract and Supplier relationship management, particularly in respect to risk and change management
- Proven experience in establishing and sustaining strong relationships with senior stakeholders and suppliers
- Demonstrable experience of supplier selection, negotiation and complex contract management, delivering cost and saving targets
- Skilled negotiator with fluency in contracts, pricing and commercial issues
- Minimum of intermediate proficiency with standard Microsoft Suite (Word / Excel etc) including VLOOKUPS and pivot tables on Excel
- Self-starter with analytical skills, able to identify problems and / or opportunities for improvement
- Outstanding supplier and stakeholder relationship management skills
- Proven track record of delivering cost reduction and service & quality improvement through negotiation and innovation through the application of category and contract management activity
- Excellent oral and written communications
- Educated to degree level and / or appropriate experience
- Knowledge and experience of working within the EU Procurement Directives

Preferred Criteria

- CIPS qualified and / or equivalent experience
- Experience of benchmarking costs, identifying and monitoring savings
- Interpersonal understanding and communication skill

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- Commercial, future and results focused
 - Strong problem-solving and decision-making skills
 - Is innovative, self-starter and results orientated as well as understands the "value-add" procurement professional
 - Commitment to service and delivery excellence
 - Strong project management skills with some exposure to change management and transformation
 - Experience of managing and motivating a team