

PROCUREMENT MANAGER

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms

Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction.

Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present.

Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times.

Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work.

Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included.

Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone

- Provide advice and support to help the Trusts buy goods and services in the best way.
- Help deliver major building and equipment projects as part of the Hospital Transformation Programme.
- Look after a set of contracts and help plan when they need to be renewed.
- Manage spending in your area and find ways to save money and work more efficiently.
- Support and sometimes lead team members so they can build their skills and meet targets.
- Work with different Trusts and teams to share ideas and deliver benefits for the wider system..

Job Description

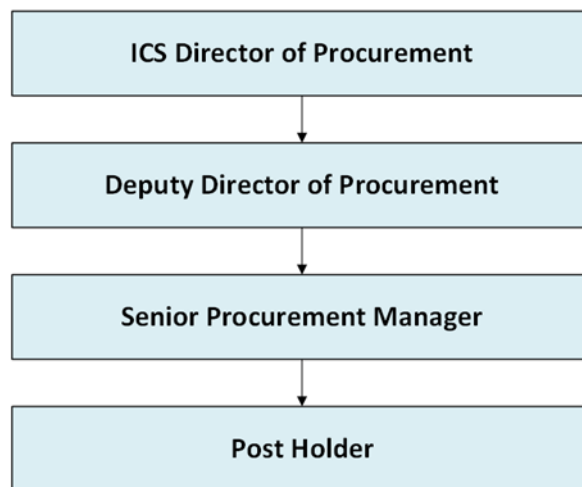
Job title:	Procurement Manager
Grade:	7
Site:	Shrewsbury Business Park
Accountable to:	Deputy Director of Procurement
DBS required:	No

Shropshire Healthcare Procurement Service (SHPS) is a shared service delivering professional procurement services for The Shrewsbury & Telford Hospitals NHS Trust and Shropshire Community Health NHS Trust, The Robert Jones & Agnes Hunt Orthopaedic Hospital NHS Foundation Trust, and the Telford & Wrekin Integrated Care Board.

Purpose of the post

- The post holder will be expected to provide professional procurement advice and support and to lead the procurement process in delivering best value and service to the Trust(s).
- To support the Senior Procurement Manager in delivering a range of Capital Works and Capital Equipping Projects as part of our Hospital Transformation Programme.
- To develop and manage a portfolio of contracts and support its renewal strategy.

- To strategically manage non-pay expenditure within the respective division and actively identify and deliver areas of efficiencies which include savings.
- The role may involve leading / managing a team and the post holder will assist in developing the team's skills and capability to meet internally & externally set performance management targets, i.e. savings, contract coverage and customer satisfaction.
- The postholder will develop their own skills and experience through on the job and associated training courses.
- The post holder will need to work across Trust divisions / Trusts and collaborate across the ICS where necessary to deliver mutual benefits and efficiencies.



Main Duties

- To provide sound procurement advice and expertise to member Trusts and Divisions.
- To develop and manage a detailed work plan in support of managing a portfolio of contracts and supporting its renewal strategy in consultation with Divisions.
- To research new projects, invite, evaluate, and process RFQ's / Tenders to include negotiations and also to develop contracts for final sign off.
- To provide detailed technical and professional procurement advice and quality information on purchasing issues, trends and expenditure to customers, managers, and staff. This includes advice on purchase options such as Lease, hire or buy.
- To organise and manage product user groups and any associated product trials / research. Analyse departmental expenditure and advise action to ensure all spend adheres to Trust SFI's and Procurement Regulations.

- To build and manage commercial relations with internal and external stakeholders.
- To manage suppliers as part of the Trusts Contract management Policy.
- To identify and manage procurement projects that will deliver a benefit to the Trusts.
- To ensure the highest levels of customer care to both internal and external customers.
- To manage relevant, electronic product catalogues, contracts, and savings databases.
- To prepare detailed proposal documents outlining supply chain options. This will often require the use of complex data and market analysis using spread sheets and the use of presentations.
- Plan and coordinate own workload and that of the division, to ensure compliance with the local work plans and objectives.
- Prepare, disseminate, and distribute data for national, collaborative and network procurement activity
- Ensure compliance with the organisation's purchasing procedure manual and other relevant documents, to include Trust SFI's and the Procurement Act.
- Review procurement and contracting methods to ensure the appropriate supply chain is being used.
- Negotiate contracts that demonstrate value for money to customers and flexible outcomes, tailored to meet specific customer needs.
- To ensure that the Trust's risk management policies and controls assurance standards are complied with.
- Maintain a high level of contact with customers on the work programme through divisional management meetings and other appropriate customer liaison mechanisms.
- Authorising, expediting, and answering all invoicing discrepancies appropriate to commodity areas
- To review and optimise supply chain arrangements such as stock levels delivery
- frequency, product range, availability, and pricing policies.
- Sign off quotations ensuring compliance with internal & external regulatory policies & procedures.
- Full CIPS membership or equivalent experience is required and or the willingness to commit to studying towards full CIPS membership.
- Procurement experience to include Procurement Act directives, negotiation, developed through short courses, self-experience and self-

study or the commitment and willingness to undertake self and on the job development to meet the required standard.

- Experience working within the NHS in either procurement or other function, but with some knowledge / links to procurement or stores & logistics or comparable experience.
- Literacy, numeracy and I.T. skills essential (to standard ECDL level)
- To work flexibly across the procurement department as required, to meet business needs.

Professional

- Act in a professional manner at all times and fully promote a positive image of the Trust and upholds its core values.
- Practise in accordance with Trust policies, procedures, and guidelines and UK GOV regs.
- Raise any concerns regarding standards and quality of care, patient safety or any lapses in professional conduct to the line Manager/department Manager, in line with local guidelines.

Education

- Take responsibility for own continuous professional development and mandatory and statutory training, and disseminate learning and information gained to other team members in order to share good practice.
- Take ownership of annual appraisal, working with appraiser to ensure one is undertaken at least annually, and take responsibility for learning and development activities identified as a result of appraisal and in your Personal Development Plan (PDP).
- Participate in formal and informal education programmes to create and maintain a positive learning environment and assist with the orientation programme for new members of the Procurement team.
- Proactively use information technology resources to keep up to date with current practice.
- Maintain up-to-date training in information technology (IT) skills and demonstrate a good working knowledge of confidentiality and data protection.

Management

- Work as an effective and responsible team member supporting others by demonstrating good practice including utilising mechanisms to develop and implement new ways of working.

- Leading a team and developing the team's skills and capability to meet internally & externally set performance management targets, for example savings, contract coverage & Customer satisfaction.
- Prioritise own workload and ensure effective time-management strategies are embedded in own practice and act in a manner that promotes quality of care.
- Participate in team activities that create opportunities to improve data accuracy working with department management to effect change.
- Promote a professional and happy working environment conducive to high staff morale.
- Promote and maintain a safe environment for staff, ensuring high standards of cleanliness and tidiness are maintained and that work practices conform to health, safety and security legislation, policies, procedures, and guidelines.

Quality

- Provide support, guidance and advise for information and data for member Trusts.
- Participate in activities to improve the quality, productivity, and effectiveness of the SHPS service, in response to local and national policies and initiatives, implementing improvements as required.
- Contribute to continuous improvement activities, making suggestions and recommendations for advancement of quality.

Communication

- Communicate accurately in a professional manner to all staff on a concise and appropriate way.
- Using a range of communication tools, interpret and present information to customers in ways that can be clearly understood, recognising individual needs, and overcoming any barriers to communication.
- Attend and actively participate in department / divisional meetings.
- Maintain confidentiality at all times, as required by legislation and Trust policy.

Managing Resources

- Ensure that all resources are used effectively, with the minimum of waste, making recommendations where it is evident that appropriate changes may improve efficiency.
- Ensure technical, clinical, and non-clinical equipment is maintained, cleaned, and stored correctly and that any faults and defects are reported promptly.
- Contribute to the effective and economic use of resources e.g., local recycling schemes.

Managing Information

- Ensure accurate and timely data entry to contribute to the provision and analysis of information.
- Take personal responsibility for safeguarding and ensuring the quality of information including complying with the requirements of the Data Protection Act 2018 / GDPR.
- Create and use records, including electronic, in a manner that complies with legislation, professional standards and organisational policies for record keeping.
- Understand own and others responsibility to the individual organisation regarding the Freedom of Information Act.

Risk Management

- Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients.
- Undertake mandatory and statutory training.
- Report incidents, accidents and near misses using the Trust's incident reporting system and in accordance with Trust policy.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Corporate Membership of the Institute of Purchasing & Supply or equivalent experience is required or willingness to work towards. • IT Skills. • Procurement experience to include UK Procurement Directives, Negotiation, developed through short courses, self-experience & self-study. 	<ul style="list-style-type: none"> • Project management experience/qualification.
Experience, Knowledge and behaviours	<ul style="list-style-type: none"> • Customer relationship development • Willingness to develop own knowledge and skills • Understanding of operational requirements of purchasing and supply • Experience of working in procurement within the NHS or comparable experience 	<ul style="list-style-type: none"> • Customer relationship development • Willingness to develop own knowledge and skills • Understanding of operational requirements of purchasing and supply • Experience of working in procurement within the NHS or comparable experience • Understanding of strategic purchasing

	<ul style="list-style-type: none"> • Understanding of strategic purchasing and supply chain management • Working Knowledge of NHS Supply Chain/National Frameworks agreements. 	<p>and supply chain management</p> <ul style="list-style-type: none"> • Working Knowledge of NHS Supply Chain/National Frameworks agreements.
Skills	<ul style="list-style-type: none"> • Effective communicator both with oral and written at supervisory levels within the organisation • Good project management skills • Demonstrate a commitment to a team approach to working • Presentation skills • Ability to work under pressure and adjust workloads to meet changes & interruptions • Deal with stressful situations with frequent demands from users, management & suppliers 	<ul style="list-style-type: none"> • Ideally NHS experience particularly in a procurement environment

	<ul style="list-style-type: none"> • Ability to meet deadlines and good time management 	
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General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust’s core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust’s agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust’s Information Governance policies and

standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you

understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

