

Candidate Briefing Pack

Category Manager



Crown
Commercial
Service



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Crown
Commercial
Service

Welcome Letter

Commercial Director and
Chief Procurement Officer of Technology



Are you passionate about making a difference? Do you put the customer at the heart of what you do? Are you ready for a challenge that will deliver real benefits for UK Citizens? If this is you, we are offering an opportunity for you to be part of the largest procurement organisation in the UK - Crown Commercial Service (CCS).

Philip Orumwense
Commercial Director and Chief
Procurement Officer of Technology
Crown Commercial Service

We are passionate about the work that we do, and our aim is to be the 'go to' provider for procurement of common goods and services for the entire public sector. Do you put the customer at the heart of what you do? Are you ready for a challenge that will deliver real benefits for UK Citizens?

If this is you, we are offering an opportunity for you to be part of the largest procurement organisation in the UK - Crown Commercial Service (CCS). At CCS, we use our commercial expertise to help our customers. CCS currently supports over 18,000 customers to annually buy c£27bn of common goods and services from c5000 suppliers. We work across central government, public and third sector (charities and social enterprises) organisations the length and breadth of the United Kingdom to purchase everything from the services of locum doctors and laptops, to police cars and electricity.

We use the collective purchasing power of our customers, together with our commercial acumen, to get the best deals in the interests of taxpayers. The wider public sector is our key future market opportunity for growth with an estimated £60-70 billion of spend on common goods and services. It is our ambition to achieve £30bn of spend through our agreements over the next two years and in doing so deliver outstanding and continuously improving commercial benefits, underpinned by excellent public procurement policy.



Welcome Letter /cont...

You will join a Directorate of c120 dedicated commercial professionals helping our customers to define their technology and digital transformation needs, in category teams that cover Cloud and Digital, Networks, Software, Cyber and AI, Digital Futures, and Technology Products and Services. Our technology business transacted around £9bn of spend through its products and services frameworks in FY21/22 and achieved almost £650m of benefits to customers as well as delivering the best possible public services. We are aiming to further and significantly grow that business over the next 4 years.

We work with Central Government and the Wider Public Sector engaging with various stakeholders including the Central Digital & Data Office (CDDO) the Government Digital Service (GDS), CDIOs and CTOs, Chief Commercial Officers and Technology Commercial Directors to ensure that our products and services remain current and relevant at all times.

Furthermore, we are working with industry groups including Tech UK, SMEs, Government Crown Representatives and Strategic Suppliers to Government to ensure that we fully capture the prevailing market capacity, capability and innovative solutions. By doing so we are able to develop world class category strategies and commercial frameworks to help inform the development and innovative pathways in the provision of Data, Digital and Technology Solutions for Government and all of our customers. We are also able to deliver enabling procurement policies including sustainable and green technology, Carbon Net Zero, Social Value, SME growth, localisation and much more.

This is a truly exciting place to work and I highly recommend it, especially the opportunity it offers to make a real contribution to public service delivery.

If you have the skills, the passion and the desire to be part of this, then I would encourage you to explore the information in this briefing pack.

About Crown Commercial Service

CCS plays an important role helping the UK public sector save money when buying common goods and services.

We are the biggest public procurement organisation in the UK. We use our commercial expertise to help buyers in central government and across the public and third sectors to purchase everything from locum doctors and laptops to police cars and electricity.

The collective purchasing power of our customers, plus our procurement knowledge, means we can get the best commercial deals in the interests of taxpayers.

CCS helps thousands of public and third sector buyers in the UK with billions of pounds of spending each year. We have a wide range of commercial agreements to help our customers buy what they need, when they need it - saving time and money.

CCS commercial agreements use competition among suppliers to increase quality and value. In 2020/21 we helped more than 18,000 customers achieve commercial benefits totalling over £1.5 billion of public money by using our agreements.

Our priorities

For 2022/23, our priorities are to:

- extend our coverage and influence
- deepen the value we add
- enable better outcomes for our customers.

We are seeking to continue to grow the volume of spend through our commercial agreements to £30bn with planned commercial benefits of £2bn, whilst maintaining our focus as a digitally enabled and commercially driven organisation with customers at the heart of everything we do.

Diversity at Crown Commercial Service

We are committed to creating a culture where staff feel included and valued, regardless of their background. We have achieved a lot in the last few years in regard to Inclusion and Diversity, particularly since the launch of our most recent Inclusion & Diversity strategy in 2020. We have some excellent role models across the senior leadership team, including our CEO, Simon Tse, who is the Cabinet Office Race Champion, and Richard Denny, CCS's Inclusion and Diversity Champion.

Other achievements include:

- Six active staff networks
- Gender Pay Gap reduced from 8% in 2017 to 0% in 2021 (median pay gap, excluding bonuses) the Civil Service median pay gap for 2021 is 8.10%
- Successful reverse mentoring cohorts
- Disability Confident employer
- Carers Confident Active employer
- Stonewall Workplace Equality Index participant
- MIND Index Silver accreditation in 2021
- Greater openness around inclusion and what it means to colleagues (Inclusion and Fair Treatment People Survey score - 87% in 2021, 79% in 2017)
- Respect at Work mandatory training

Our values shape and drive everything we do with our buyers, our partners, our suppliers and our employees. We listen, respect, collaborate and trust in order to deliver with confidence.

we listen
we respect
we collaborate
we trust



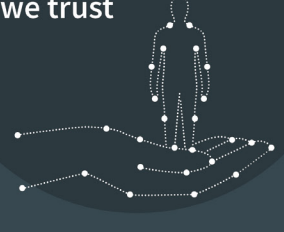
we listen
we respect
we collaborate
we trust



we listen
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we listen
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we collaborate
we trust



Advertisement

Category Manager

£38,327 - £44,892

Crown Commercial Service (CCS) is the largest central purchasing body in the UK, on a path to becoming a £30bn per annum organisation within the coming years. This is an opportunity to join our brilliant team on their mission to strengthen the UK economy and deliver savings to the UK taxpayer, through innovative, efficient and effective, public sector procurement.

As a result, we have several opportunities for Category Managers within our Technology Directorate, which is a high profile, rapidly expanding team responsible for over £9bn of UK Public Sector spend. These pivotal roles are responsible for either category strategy development or the performance of complex commercial agreements/frameworks.

Our focus is to be a partner of choice for our customers when they are buying technology and to offer a flexible route to market for suppliers while ensuring unrivalled 'value for money' for all. We pride ourselves on delivering category expertise, whether designing robust category strategies or delivering 'best in class' commercial agreements/frameworks, with additional advisory support.

With a team packed full of industry experience from multiple sectors, there has never been a better time to join our Technology Directorate. These roles play a key part in delivering Government policy including, social value and Carbon Net Zero targets, and offer challenging and exciting opportunities to get involved in projects and programmes of national UK significance - helping the public sector to build back better.

This role is being advertised in the following locations: Birmingham, Newport, Liverpool and Norwich. You will be asked to express a location preference as part of the application process. CCS is embedding smarter working practices throughout our business; giving our employees choice and flexibility to work in the office, at home or in any other suitable remote location. This enables our employees to work in a way that best suits the task and also achieve a positive work and life balance.

For further information about the role and how to apply please email: CCSCommercialCampaigns@michaelpage.com

Closing date: **23:59 23rd May 2022**



Role Profile

Job Title: Category Manager
Reporting to: Category Lead, Technology
Salary: £38,327 - £44,892

Join our team of brilliant Civil Servants on a mission to strengthen the UK economy and deliver savings to the UK taxpayer, through innovative, efficient and effective public sector procurement. Crown Commercial Service is the largest central purchasing organisation in the UK and growing, with the ambition to become a £30bn per annum organisation within the coming years. We are already making a major contribution to the recovery of public sector finances as the UK emerges from the COVID -19 pandemic.

About Us

Digital Future: The Digital Future Category manages a large amount of spend through its agreements in a fast-moving market. Engaging with stakeholders on commercial and procurement needs for cloud, hosting, IT application development and management services (digital), as well as artificial intelligence.

Technology Solutions and Outcomes: Technology Solutions and Outcomes is a pivotal area of the directorate, providing end-to-end strategic technology procurement support to CCS's customers across the Public Sector. It also includes the Software category team. The team deals with major (global) technology suppliers and customers across the UK public sector.

Network Services: Network Services Category drives strategy and procurement for internet, voice, call centre, unified communications services, local /wide area networks and mobile and data services, these frameworks underpin how the Government communicates with citizens, itself and other organisations globally. The team also acts as chair of the Government Commercial Telecommunications forum for senior buyers. This team's work underpins the transformations of legacy and physical services to next generation network services.

Technology Products & Services (TP&S): TP&S leads the way for innovative and market leading agreements that cover new and emerging technologies around products, technology infrastructure, transportation technology, cyber security and services ranging from design and implementation to system integration and support alongside a wide range of market leading consultants and specialist service providers leading the way in digital transformation.



Role Profile /cont...

Role Overview

As a Category Manager you will either have responsibility for the performance of either your own or part of a complex commercial agreement/framework, covering Government technology procurement OR you will be responsible for supporting the development of Technology category strategies to meet the needs of Government and the Wider Public Sector.

Key Accountabilities:

Operational:

- Framework management for one/or more commercial agreements within the Technology pillar. Ensuring effective spend, performance management, budget and forecasting alignment, contractual service level agreements (SLA's) reporting and associated commercial risk management.
- Work with business and supply chains to ensure consistent standards across the Technology agreements to include compliance, ethical procurement practice and alignment with our procedures, values and policies.
- Develop robust methodology and KPIs to measure and track commercial benefits (savings) and drive up supplier performance.
- Review and monitor customer buying behaviour, performance and trends/ feedback to improve framework performance and feed into the category strategies lead by colleagues in the immediate and wider team.
- Work with business and supplier(s) to identify, track and report projects or pipeline opportunities.
- Work across categories within the Technology Pillar and our Customer Experience Directorate to identify opportunities and strategies to leverage volume and generate price benefits through aggregated purchasing, as well as aligning with the category business plan.
- Conduct ongoing promotional activity with customers and stakeholders across the Public Sector to increase awareness of new, existing or renewed commercial agreements.
- To be able to communicate insights and provide advice to business and stakeholders on category strategies, commercial agreements, supplier market and key differentiators.
- Where a catalogue portal is used oversee the provision of an effective and compliant catalogue of product and service offerings, to support customer retention and promote further growth in spend and commercial benefits.



Role Profile /cont...

Strategic:

- Lead or support the creation, development and implementation of 'Best in Class' category strategies across a designated area or category
- Lead Supplier Relationship Management (SRM) programme for the category, ensuring supplier engagement is consistent and engagement outputs inform future strategies
- Providing guidance to customers on procurement strategies; maintaining procurement ethics in accordance with global policies.
- Engaging with key stakeholders in order to understand innovation and future market opportunities to drive Category strategy plans. Making sure that they are aligned to Technology's functional and business targets.
- Lead on user research and market engagement groups to support and inform strategic delivery
- To be able to articulate to business and stakeholders the benefits of the category strategies, supplier market and key differentiators.
- Carry out market testing through benchmarking, rightsourcing reviews and other market intelligence to identify new opportunities
- Continually improve, review and come up with innovative ideas to support the development of the Technology commercial agreement landscape

Essential Criteria - Assessed at application:

- You are passionate about Procurement with demonstrable experience of working in a Procurement, Category Management or Supply Chain development/operational environment, with a working knowledge of the procurement lifecycle and associated regulations
- You are a commercially astute, an exceptional communicator, with strong stakeholder and supplier management skills focussed on the delivery of outstanding quality service and value to our customers
- Experience of managing successful high performing commercial agreements and/or large contracts in a complex, pressured environment, managing multiple projects with an awareness of risk management

Role Profile /cont...

- Experience in the collation, analysis and presentation of management information to inform the creation of growth strategies and identify opportunities to extract greater value.
- You have a breadth of industry knowledge specific to the Technology/ I.T. sector with the drive to seek out changes in the market and sector insights to inform strategy, or a keen interest in ICT and Technology
- Ability to extract, analyse, interpret, and use complex information and data to inform and develop category strategy.

Success Profiles

Behaviours (to be assessed at interview)

- Changing and Improving
- Working Together
- Managing a Quality Service
- Delivering at Pace

Technical (to be assessed at interview)

- Benchmarking

Technical / Behaviours (to be assessed via a presentation)

- Framework management
- Strategy development and implementation
- Communicating & influencing

To further understand our competencies please follow this link:

[Civil Service Competency Framework](#)

Candidates that aren't found appointable at this grade may be considered for a Band 3 role, subject to satisfactory assessment.

Compensation and Benefits

Compensation

- Competitive salary
- Generous pension scheme
- A discretionary non-contractual performance related bonus

Employee Benefits

- A working environment that promotes a positive work / life balance with flexible working options which include:
 - Working remotely in addition to working in advertised office location
 - Further flexible working applications after 26 weeks service
 - Flexi time scheme (available for B1-B6)
- Laptop and mobile phone
- Minimum 25 days annual leave to a maximum service related 30 days excluding bank holidays (pro rata for part time staff)
- Enhanced maternity, paternity, adoption or shared parental leave
- Generous special leave provision
- 3 paid volunteering days per year
- Paid time off for public service duties, for example armed forces reservist
- Learning and development tailored to your role - 5 days paid learning and development leave per year (Reimbursement of professional memberships)
- A culture encouraging inclusion and diversity
- An extensive wellbeing programme, supporting mental and physical health

How to Apply

This guidance contains important information to help with your application:

- Please [apply](#) by submitting a CV. Please also include your contact details.
- Please ensure that you address the key requirements as set out in the essential criteria. These competencies will be used as part of the assessment process.
- Please complete the Equal Opportunities Monitoring Form when you upload your details. We are keen to ensure that all our jobs are accessible to all members of the community and use this data to monitor our progress in doing this.
- Please return your application by the closing date – no applications will be accepted once the long listing process has begun.
- Following long listing, you will be contacted directly by a Michael Page consultant to update you on the status of your application.
- Further information on the Commission can be found [here](#).
- A webinar to introduce the category to candidates will take place on 19/05/22 at 15:00. If you would like to attend, please visit this [link](#).

The following timetable sets out the key dates in the recruitment process:

Date	Activity
Closing Date	23:59 23rd May 2022
Interviews	Early June
Offers	Estimated late June 2022

Our Complaints Procedure

Crown Commercial Services recruitment processes are underpinned by the principle of selection for appointment on merit on the basis of fair and open competition as outlined in the Civil Service Commissioners' Recruitment Principles details of which can be found at <http://civilservicecommission.independent.gov.uk>.

If you feel your application has not been treated in accordance with the principles and you wish to make a complaint, you should contact the Resourcing Manager in the first instance by emailing recruitment@crowncommercial.gov.uk. If your complaint is not resolved to your satisfaction you can then contact the HR Director for the Crown Commercial Service, Human Resources, 8th Floor, The Capital, Old Hall Street, Liverpool L3 9PP.

If you remain unsatisfied with the response you receive you can contact the Civil Service Commission at info@csc.gov.uk.

Please note, the Commission will not consider appeals from people who simply want their application for a post to be re-considered. The Commissioners cannot 'replay' competitions and judge how individuals fared against the criteria for a post in competition with others. The Commission is principles-based and they do not prescribe how panels score candidates.