

# Senior Manager - Commercial Corporate Business Services Grade 2 / Civil Service G7

Reference: G2SM-MP

Closing date: 23.55 on 21st December 2020

**The  
Department**

**The Role**

**Person  
Specification**

**Salary &  
Benefits**

**Application  
Process**

**FAQs**

**Campaign  
Timeline**

**Contact Us**



## Biography

Lynne took up the post of Director General of the National Crime Agency in January 2016.

An experienced police officer, Lynne joined the Metropolitan Police in 1989 where she rose to the rank of Detective Chief Inspector and Senior Investigating Officer within the Force's Major Crime Department.

Lynne transferred to Surrey Police in 2002 where she served as a Divisional Commander, and subsequently Assistant Chief Constable responsible for Territorial Operations.

Awarded the Queen's Police Medal in 2008, Lynne moved back to the MPS in 2009 and was promoted to Assistant Commissioner the following year, serving as head of Central Operations and Specialist Crime Directorates.

Lynne was appointed Chief Constable for Surrey Police in 2012 and, in the 2015 Birthday Honours, was awarded the CBE for services to policing and criminal justice.

# “Thank you for your interest in this role in the **National Crime Agency**”

I am seeking determined and proactive officers to join the National Crime Agency and help fight the most serious and organised crime threats to the UK.

NCA officers work at the forefront of law enforcement. Building the best possible intelligence picture of all serious and organised crime threats, relentlessly pursuing the most serious and dangerous offenders, and developing and delivering specialist capabilities on behalf of law enforcement and other partners.

There is no such thing as a 'typical' NCA officer. The breadth of our capabilities means that we recruit people from virtually every walk of life - from police to project management, crime analysis to commercial procurement. Our diversity is one of our greatest strengths.

We equip our officers with the right skills, workplaces and technology to lead the UK's response to serious and organised crime, and operate with the trust and confidence of the public.

If you have the skills and experience I am looking for, I would welcome your application to join the organisation.

**Lynne Owens**

Director General

# Why join NCA?



Serious and organised crime is one of the gravest threats to the UK's national security. The National Crime Agency sits at the heart of the law enforcement response, protecting the public by disrupting and bringing to justice those serious and organised criminals who pose the highest risk to the UK.

NCA officers work at the forefront of law enforcement. Building the best possible intelligence picture of all serious and organised crime threats, relentlessly pursuing the most serious and dangerous offenders, and developing and delivering specialist capabilities on behalf of law enforcement and other partners.

“Would you like the opportunity to contribute to the fight against serious and organised crime?”

There's no such thing as a typical NCA officer. We come from different backgrounds and cultures, speak many languages, and have diverse skills and experiences. What we have in common is dedication and a commitment to protecting the public from serious and organised crime.  
Are you ready to join the team?

**Leading the UK's fight to cut serious and organised crime**



# "We are passionate about Inclusion."

Joao Rodrigues, Head of Resourcing, National Crime Agency

Being truly reflective of the communities we serve and building a culture where everyone can perform at their best is critical to leading the UK's fight against serious and organised crime – something which affects us all.

We work in partnership with our outstanding network groups to continuously develop how we grow and embed our approach to inclusivity. We are launching our new Diversity & Inclusion strategy focussed around our culture, breaking down barriers, and being accountable for delivering results.

Our network groups champion flexible working and diversity in terms of ethnicity, disability, gender and sexual orientation. We are launching a new and comprehensive wellbeing strategy aimed at breaking down barriers to talking about mental health. Our colleagues and officers run campaigns based on their own personal stories to increase awareness and understanding, and our senior leaders talk with passion and match this with their commitment.

We are committed to championing difference, challenging behaviours if they fall short, and developing through policies and procedures the processes to ensure that we set ourselves up for success.

If you want to join our mission, want to be part of an organisation committed to fairness and equality of opportunity, and meet our high expectations of integrity and behaviours, then we encourage you to apply to one of our roles.

We are proud to be a Disability Confident employer. We offer a guaranteed interview scheme and are happy to discuss reasonable adjustments as part of your application so that you can perform at your full potential - both through the selection process and then in post if you are successful. We are also delighted to be included in the 2019 Stonewall Top 100 Employers list, recognising organisations for their commitment to making workplaces more LGBT+ inclusive, and ensuring that our LGBT+ employees are safe, respected and accepted.

# About Corporate Business Services



Simon Hart – Deputy Director Corporate Business Services and NCA Chief Finance

## **Corporate Business Services includes Commercial, Finance, Estates and Business Services**

### **Commercial**

The Commercial Department are responsible for procuring high quality and value for money goods and services in a legally compliant manner. The Commercial Department has adopted HMG best commercial practice including the category management approach, Government Commercial Function standards and a focus on lean sourcing to deliver our objectives.

### **Finance**

Finance works to plan and prioritise our resource and capital expenditure, supports our investment and capability strategy, provides analysis on value for money and evaluation of options for any investment opportunity, and ensures compliance with our statutory, regulatory and corporate governance duties.

### **Estates and Business Services**

The Estates department oversee the service management, maintenance and development of our Estate and NCA's fleet management.

# About the Commercial Function

Commercial is a major corporate function in Government and getting the right commercial capability is at the heart of Civil Service Reform.

The NCA Commercial Department is currently undertaking a period of rapid development including the adoption of Government Commercial Function standards and is focussed on finding ways to continuously improve our function.

The Commercial Department work directly to the NCA's Chief Financial Officer to deliver high quality and professional procurement and contract management.

The team is structured on a commodity basis across a highly diverse portfolio of goods and services:

- Digital & Technology
- Estates & Facilities Management
- Professional Services
- Specialist Goods & Services
- Learning & Development
- Procurement Policy & Governance

We have a number of vacancies in the new structure all requiring a range of commercial activity/skills to support the overall provision of a commercial service to the NCA in accordance with departmental and organisational targets.

Please indicate in which area your commercial experience has been gained and highlight your preference of commodity from the list above. The commercial experience should be indicated in either your CV or personal statement.

If your Commercial skills and knowledge have been gained in other commodity/specialist areas please still do apply, as your experience could be just as valuable or suitable for other upcoming opportunities.

# About the role

This is a fascinating, challenging role at the heart of the NCA's commercial team with a direct impact on protecting the public from serious and organised crime.

**As a commercial lead you will provide leadership to a team and actively seek to build their capability**

You will be responsible for

- The creation and delivery of market-leading category strategies, and developing category expertise within your portfolio to meet current and future Departmental needs.
- For identification and delivery of savings initiatives and innovation opportunities and encouraging supportive supplier behaviours.
- Managing the lifecycle of large, complex contracts across all relevant categories, and the commercial management of key suppliers.
- You will also contribute to project scrutiny and approval boards.
- Work to establish a departmental culture where commercial skills are valued and rewarded
- Drive the development and implementation of standards and /or policy.
- Work with senior customers to develop their commercial capability.
- If you are successful, you will have to complete the Government Commercial Function (GCF) Assessment centre within your first year of appointment.

The Assessment and Development centre is a range of interviews and simulated role play exercises that take place over the course of the day. It assesses the commercial expertise, skills and capability of individuals against the GCF People Standards for the Profession. For more information please visit <https://www.gov.uk/government/publications/commercial-assessment-and-development-centre>



# Person Specification

**Our roles are tied to the attainment of specified competency levels in Judgment & Leadership, together with expertise in commercial skill areas.**

To be successful in this role you will need to clearly demonstrate your suitability for the role by evidencing the following criteria

## **Behavioural criteria**

- Making effective decisions
- Working Together
- Changing and Improving
- Delivering at Pace
- Seeing the bigger picture
- Leadership

## **Technical criteria**

- Knowledge and understanding of public procurement regulations
- Understanding Needs, Sourcing Options, Risks, issues and mitigations.
- Business & Commercial Acumen with Contract and Supplier management experience

## **Essential Training & Qualifications**

- MCIPS (Membership of Chartered Institute of Procurement & Supply) or significant experience within in a Commercial Manager role, willing to work towards Level 6.

## **Desirable at Entry**

- Government Commercial Function 'A' or 'B' at Commercial Lead level.
- Qualification or recognised accreditation in Project management (i.e. Prince 2 /MSP)

## **As a leader in the NCA you will also:**

- Lead your team or work stream effectively, through being flexible and open in thought and action.
- Communicate with transparency, involving your team members in the agency's transformation journey.
- Role model the agency's values and mission
- Be passionate about diversity and developing people inclusively, strengthening their ability to deliver and enabling them to grow in their roles and careers. You will actively coach and engage people, building their resilience through supporting them in their roles and enabling their wellbeing.

- Be threat led and data-driven in decision making, navigating your team members through ambiguity by making evidence and/or values-based decisions to prioritise strategically. You are proactive and ambitious on efficiencies, finding opportunities to remove duplication and standardising and simplifying where possible. Doing so, you will balance financial and people resources to deliver against changing priorities.

## **Security Vetting**

- You will need to successfully complete SC clearance before commencing the role and for specified roles DV clearance within the first 12 months as part of your probation period.

## **Additional Information**

- The NCA is a 24/7 organisation, and working patterns must support business requirements.
- If successful, you will be based in London, Birmingham or Warrington.
- Officers may be required to travel to sites/meetings throughout the UK.
- Occasional overnight stays (as appropriate).

# Salary and Benefits

## Salary

£55,740.

Roles based in London will also receive an additional **London Weighting of £3,424**.

Pay principles on Civil Service transfers apply for current civil servants transferring to the NCA at the equivalent grade.

Pay principles for existing NCA officers can be found in the NCA Remuneration policy (HR04 OP03).

## Benefits

Whatever your role, we take your career and development seriously, and want to enable you to build a really successful career with the Agency and wider Civil Service. It is crucial that our employees have the right skills to develop their careers and meet the challenges ahead. You'll benefit from regular performance and development reviews to ensure this development is ongoing. As a Civil Service employee, you'll be entitled to a large range of benefits.

### This includes:

- 26 days' annual leave on entry, increasing to 31 days after 5 years' service. This leave is in addition to 8 public holidays.

- If you are an active police pension member immediately prior to joining the NCA, you can continue your membership throughout your employment with us as if you were a serving police officer. If you do remain an active member and subsequently return to a police force, you should be able to continue your membership there too.
- A competitive contributory pension scheme that you can enter as soon as you join where we will make a significant contribution to the cost of your pension; where your contributions come out of your salary before any tax is taken; and where your pension will continue to provide valuable benefits for you and your family if you are too ill to continue to work or die before you retire.
- Flexible working patterns including access to Flexible Working Schemes, and potential part-time and job share options allowing you to vary your working day as long as you work your total hours.
- All NCA officers can apply for a formal change to their working hours, pattern or location. However, acceptance of Alternative Working Arrangements depends on a number of aspects such as business needs.
- Generous paid maternity and paternity leave which is notably more than the statutory minimum offered by many other employers.
- Childcare benefits (policy for new employees as of 5 April 2018). The government has introduced the Tax-Free Childcare (TFC) scheme. Working parents can open an online childcare account and for every £8 they pay in, the government adds £2, up to a maximum of £2000 a year for each child or £4000 for a disabled child. Parents then use the funds to pay for registered childcare. Existing employees may be able to continue to claim childcare vouchers, so please check how the policy would work for you [here](#).
- Interest-free loans allowing you to spread the cost of an annual travel season ticket.
- The opportunity to use onsite facilities including fitness centres and staff canteens.
- Occupational sick pay.

For further information on working for the NCA please visit <https://www.civil-service-careers.gov.uk/national-crime-agency/>

# Application Process

## Application

To apply for this post, you will need to complete the online application process which requires you to upload one document to include the information outlined below. This should be completed no later than

**23:55, on 21<sup>st</sup> December 2020:**

1. Enter your CV details setting out your career history, including key responsibilities and achievements.

It is essential that your CV reflects the role you are applying for highlighting qualifications and experience . Please ensure you have provided reasons for any employment gaps within the last two years.

2. A personal statement (of no more than 1200 words) which should be positioned as the first page of your application. Please provide details of your suitability for the post by outlining your motivation for applying for the role and ensure you address the following criteria:
  - Outline how you meet the leadership requirements for this role (please see the person specification page for further information)
  - Outline how you meet the technical requirements for this role (please see the person specification page for further information)

Failure to submit both pieces of information in one document (CV and personal statement) will mean the application is incomplete and can therefore not be considered.

Please ensure that the document contains your full name.

Should you encounter any issues with your online application, please get in touch with us at the following email address; **including the vacancy reference number in the subject line:**

[samcoleman@michaelpage.com](mailto:samcoleman@michaelpage.com) (Regional) or (London)

If you do not receive acknowledgement of your application within 48 hours, please contact us.

[samcoleman@michaelpage.com](mailto:samcoleman@michaelpage.com) (Regional) or  
[bolufaseun@michaelpage.com](mailto:bolufaseun@michaelpage.com) (London)

## Shortlist

- Your application will be acknowledged by Michael Page.
- A panel, including the hiring manager, will then assess your application and select those demonstrating the best fit with the role. They will consider the evidence you have provided against the criteria set out in the person specification section. Failure to address any or all of these may affect your application.
- A decision is expected to be made on **week commencing 11<sup>th</sup> January 2021** and all shortlisted candidates will be advised of the outcome shortly afterwards.

# Interviews

**The interview will be a competency and strength based interview. You will also be required to complete a presentation.**

## **Behavioural criteria**

- Making effective decisions
- Working Together
- Changing and Improving
- Delivering at Pace
- Seeing the bigger picture – (assessed at presentation)
- Leadership – (assessed at presentation)

## **Technical criteria**

- Knowledge and understanding of public procurement regulations
- Understanding Needs, Sourcing Options, Risks, issues and mitigations.
- Business & Commercial Acumen with Contract and Supplier management experience

**Please be advised that the interview process may change due to the current situation regarding COVID-19.**

If the interview takes place via MS Teams, you will be requested to email the presentation across 15 minutes prior to the interview. **If successful at shortlisting you will be given up to date information regarding the interview process and further details will be provided**

**The interviews will take place throughout January 2021 and February 2021**

# Offer

Regardless of the outcome, we will notify all candidates as soon as possible.

As an Agency we are in a period of growth and as such it is important that we have a steady flow of talent into the organisation. We are recruiting to ensure we have a sufficient supply of high calibre people, with the right skills to help us deliver our business, both now and in the future. We will be making a significant number of appointments immediately following the selection process, and we will be retaining a candidate pool of successful applicants to draw from as vacancies arise for up to 12 months.

If your application is successful and we are unable to offer you a post immediately, you will be invited to join our candidate pool so that we can continue to communicate with you regarding your employment with the Agency, and the incredible work that we do. If over the next 12 months we are able to offer you a position, we will contact you as soon as possible. During this time, you will go through our vetting and pre-employment checks processes. Appointments will be made in adherence to the Civil Service Recruitment Principles and in strict merit order with the highest scoring candidates being appointed first. We will keep you updated throughout your application and whilst in the candidate pool, we wish you every success in this process and are excited for the journey ahead.

If you are not found appointable at the advertised grade you may be offered the lower grade role if you are considered to meet the skills, experience and behaviours for the lower level. The benchmark for appointing to the lower grade is set at the start of each campaign. All offers will be made in merit order.

If you are found appointable at the higher grade but there are no position available you may be offered an appointment at the lower grade

# Indicative Timeline

Please note that these dates are only indicative at this stage and could be subject to change. If you are unable to meet these timeframes, please let us know in your application letter.

The anticipated timetable is as follows:

Advert Closing Date	23.55 21 <sup>st</sup> December 2020
Expected shortlist announcement	w/c 11 <sup>th</sup> January 2021
Interviews	January and February 2021
Pre-Employment Checks	Pre-employment checks take on average 16 weeks from the point of offer to arranging a start date. This includes vetting, occupational health assessments, employment history checks and substance misuse tests. This is an approximate time frame and is to be taken as a guideline only as this can vary between candidates.

Interview locations will be sent to candidates at a later date. Candidates are asked to note the above timetable, exercising flexibility through the recruitment and selection process.

# FAQs

## 1. Can I apply if I am not currently a civil servant?

Yes. These roles are open to all suitably qualified people.

## 2. Is this role permanent?

This role is being offered on a permanent basis. 37 hours per week

## 3. Is this role suitable for part-time working?

This role is available for appointment full-time, potential part time and job share

## 4. Will the role involve travel?

Some travel may be required for this role.

## 5. Where will the role be based?

If successful, you will be based in London, Birmingham or Warrington. Unfortunately, relocation costs will not be reimbursed.

## 6. Can I claim back any expenses incurred during the recruitment process?

No. Unfortunately we will not be able to reimburse you, except in exceptional

circumstances and only when agreed in advance.

## 7. What nationality do I need to hold in order to apply?

To be eligible for employment to this role you must be a national from the following countries:

- The United Kingdom
- The Republic of Ireland
- The Commonwealth\*
- A European Economic Area (EEA) Member State
- Switzerland
- Turkey

Certain family members of EEA, Swiss and Turkish nationals are also eligible to apply regardless of their nationality.

(\*Commonwealth citizens not yet in the UK, who have no right of abode in the UK and who do not have leave to enter the UK are ineligible to apply.)

**For further information on whether you are eligible to apply, please visit [www.gov.uk](http://www.gov.uk)**

## 8. How does the NCA grading structure compare to the civil service and police?

The NCA operates its own grade structure, the below table shows our grades in comparison with our civil service and police colleagues.

NCA Grade	Civil Service Equivalent	Police Equivalent
	Deputy Director	Assistant Chief Constable
G1	Grade 6	Chief Superintendent
G2	Grade 7	Superintendent
G3	SEO (Senior Executive Officer)	Inspector
G4	HEO (Higher Executive Officer)	Sergeant
G5	EO (Executive Officer)	Constable
G6	AO (Administrative Officer) AA (Administrative Officer)	N/A

## 9. Is security clearance required

The NCA conduct enhanced pre-employment checks on top of standard SC to determine suitability to work for an organisation combatting serious and organised crime. All NCA officers must hold SC Enhanced upon entry as a minimum. Failure to achieve SC Enhanced will result in the job offer being withdrawn. Individuals will be required to undertake and pass a substance misuse test as part of pre-employment checks.

Some NCA roles require officers to obtain DV Enhanced within 12 months of entry. If DV Enhanced cannot be obtained the officer will be required to move to a non-DV role.

More information about the vetting process can be found at the following link <https://www.gov.uk/guidance/security-vetting-and-clearance>.

## 10. What reasonable adjustments can be made if I have a disability?

The NCA is a Disability Confident Leader and therefore part of the Disability Confident Scheme (for further information on the Disability confident scheme please visit <https://www.gov.uk/government/collections/disability-confident-campaign>). If you have a disability defined by the equality Act 2010 you're eligible to be considered for the Disability Confident Scheme. In order to qualify, you must have a physical or mental impairment which has a substantial and long term negative effect

on your ability to carry out normal day to day activities (Further information regarding disabilities covered under the equality act please visit [www.gov.uk/definition-of-disability-under-equality-act-2010](http://www.gov.uk/definition-of-disability-under-equality-act-2010)).

We are committed to making reasonable adjustments for Disability Confident Scheme applicants and will try to remove any barriers so you are not at a disadvantage during the selection/recruitment process/ interview / assessment including; allowing extra time during selection tests; ensuring that information is provided in an accessible format; or by providing training. We are also committed to interviewing all applicants with a disability who meet the minimum criteria for the role applied for. If you feel that you may need a reasonable adjustment to be made, or you would like to discuss the Disability Confident scheme in more detail please contact us in the first instance.

If you wish to receive a hard copy of the information, or in an alternative format e.g. Audio, Braille or large font, then please contact:

[samcoleman@michaelpage.com](mailto:samcoleman@michaelpage.com)

or

[bolufaseun@michaelpage.com](mailto:bolufaseun@michaelpage.com)

## 11. Are there any residency requirements in order to apply for this role?

To meet National Security Vetting requirements you will need to have resided in the UK for at a minimum 3 out of the past 5 years for SC clearance and a minimum of 7 out of 10 years for DV clearance. You will still be considered if you were posted abroad as part of your service with the HMG or armed forces or a UK government role during this period. Please make sure you meet these requirements before applying for this role.

## 12. What is the role of the Civil Service Commission (CSC) in relation to recruitment into the Civil Service?

The Civil Service Commission provides assurance that selection for appointment to the Civil Service is on merit on the basis of fair and open competition as outlined in the [Civil Service Commission's Recruitment Principles](#). For the most senior posts in the Civil Service, the Commission discharges its responsibilities directly by overseeing the recruitment process and by a Commissioner chairing the selection panel to hear and determine appeals made by civil servants under the Civil Service Code which sets out the Civil



Service values – Honesty, Integrity, Impartiality and Objectivity – and forms part of the relationship between civil servants and their employer.

**13. Will this role be overseen by the Civil Service Commission?**

The recruitment process is subject to the Civil Service Commission's recruitment principles.

**14. What do I do if I want to make a complaint?**

**For non-CSC led**

If you feel that your application has not been treated in accordance with the recruitment principles and wish to make a complaint, then you should contact [central.recruitment@nca.gov.uk](mailto:central.recruitment@nca.gov.uk)

**15. What should I do if I think that I have a conflict of interest?**

Candidates must note the requirement to declare any interests that might cause questions to be raised about their approach to the business of the Department.

If you believe that you may have a conflict of interest please contact [samcoleman@michaelpage.com](mailto:samcoleman@michaelpage.com) (Regional) or [bolufaseun@michaelpage.com](mailto:bolufaseun@michaelpage.com) (London and South East) before submitting your application.

# Contact us

We encourage all candidates to thoroughly review the Candidate Information Pack which explains the role and requirements further before submitting an application. If you have any specific queries about the role that is not covered by the candidate pack, please contact: [samcoleman@michaelpage.com](mailto:samcoleman@michaelpage.com) (Regional) or [bolufaseun@michaelpage.com](mailto:bolufaseun@michaelpage.com) (London and South East)

Did you know that the NCA employs a broad range of specialist volunteers who work with us as NCA Specials?

Why not volunteer as an NCA Special and support us in leading the UK's fight to cut serious and organised crime? To find out more about volunteering opportunities within the agency, please visit us at [www.nationalcrimeagency.gov.uk/careers/specials](http://www.nationalcrimeagency.gov.uk/careers/specials)

For information regarding your rights and how NCA treat the personal details you provide to us please follow this link:  
[www.nationalcrimeagency.gov.uk/publications/910-nca-public-privacy-notice/file](http://www.nationalcrimeagency.gov.uk/publications/910-nca-public-privacy-notice/file)

## DRIVING DIVERSITY FORWARD

The NCA is an inclusive employer committed to developing a workforce which reflects the society we protect. We value difference, and recruit by merit on the basis of fair and open competition as outlined in the Civil Service Commission Recruitment Principles. More information can be found on <http://civilservicecommission.independent.gov.uk/Civil-service-recruitment/>

If you would like the application form in a different format, please contact the Recruitment Team via email to: [samcoleman@michaelpage.com](mailto:samcoleman@michaelpage.com) (Regional) or [bolufaseun@michaelpage.com](mailto:bolufaseun@michaelpage.com) (London and S/E)

The NCA complies with and expects all its employees to reflect the values outlined in the Civil Service Code, for further information please review the code.

