

JOB DESCRIPTION

JOB TITLE:	NEPRO Relationships and Partnerships Specialist
GRADE:	Band 11 or 12 (SCP34-37/37-40) (2021/22 £38,553 - £40,876 / £40,876 - £43,856) depending on experience
BASE:	Northern Design Centre, Baltic Business Quarter Gateshead, NE8 3DF
MANAGED BY:	NEPRO Lead

1. SUMMARY OF POST

- a. To manage engagement activity for NEPRO and take ownership of the outward-facing aspects of delivery.
- b. To support the delivery of the NEPRO Strategy to maximise commercial opportunities available across NEPRO whilst continuously driving performance.
- c. Develop and cultivate relationships with key Contracting Authorities and suppliers to ensure delivery satisfaction and drive uptake for NEPRO where appropriate.
- d. To Support the NEPRO Lead and work alongside Procurement Coordinators to manage NEPRO engagement across all areas of the contract.

2. JOB PURPOSE

The key duties of this post will include:

Contract Management

- 2.1 To support activity within NEPRO and with colleagues to maximise the impact of the Framework through effective system usage and communications.
- 2.2 Ensure NEPRO is continuously performing to meet the requirements of end-users, incorporate clear and measurable outcomes, provide value for money, include commercial rigour, and is sufficiently flexible to meet future needs and demands of the public sector.
- 2.3 To ensure all documentation is produced using NEPO's standardised templates, within agreed timescales, to the expected quality, and are approved in line with NEPO's Governance requirements.
- 2.4 To maintain and develop NEPRO specific user collateral and materials, working with in house and external marketing teams, to maximise the impact of the campaigns.
- 2.5 Assisting in the preparation of related reports for internal or external reporting to any relevant stakeholders for NEPRO.
- 2.6 To develop expertise in markets relevant to NEPRO and build relationships with key buyers & suppliers and seek new opportunities.
- 2.7 Foster good relationships with all relevant stakeholders at a local/regional and national level to identify opportunities to develop new or stronger partnerships.
- 2.8 Develop sector-specific target & action plans to both new business and ongoing support in:
 - NHS
 - Blue light
 - Police
 - Local Authorities
 - Housing Associations
 - Charities
 - Central government.

- 2.9 To work with and support the supplier and buyer communities who use NEPRO3 or who could benefit from NEPRO3.
- 2.10 Develop effective business relationships with suppliers and stakeholders and use contract management and supplier relationship management tools and techniques to optimise supplier performance
- 2.11 Manage and maintain relationships across the touch points within NEPRO, this includes but is not limited to:
- New business and leads
 - Marketing
 - Operations
 - Commercial
 - Buyer and supplier community
- 2.12 Ensuring NEPRO is managed in line with the standardised contract management approach, acting as the conduit between stakeholders and suppliers.
- 2.13 Facilitating and supporting regional / national contract management meetings to support the aims and objectives of NEPRO.
- 2.14 Working with appropriate stakeholders to ensure robust contract management and monitoring arrangements are maintained throughout the lifespan of the NEPRO contract and to drive improvements and develop supplier relationships.
- 2.15 Ensure Social Value is embedded across NEPRO in line with NEPO's policies and practices. Innovative methods to deliver Social Value are considered and tangible benefits and outcomes are secured which are monitored through contract management.
- 2.16 To review spend data, MI and developing market knowledge & intelligence in specific categories ensuring NEPRO is delivered and managed in line with regional and national needs and objectives.
- 2.17 Utilising manual and/or ICT systems working with the NEPRO Analyst to ensure a high level of accuracy of information is

maintained, reported, and clear actions plans developed from these insights.

- 2.18 Monitor contract performance to ensure that the benefits set out in the NEPRO strategy are realised. Collect, analyse and report on key performance indicators in line with the requirements of the contract.
- 2.19 Ensure the data held within NEPRO is maintained, reported on internally and externally to stakeholders, whilst challenging any discrepancies or data gaps found.
- 2.20 Maintaining records and ensure issues are escalated to managers promptly so that underperformance or concerns can be addressed.
- 2.21 Carry out other duties, engage in development activities and promote the benefits and strategy of NEPRO and its service as required, and such other responsibilities allocated appropriate to the post.

Commercial and Growth

- 2.22 To focus and act on commercial opportunities within NEPRO and within the relevant markets NEPRO operates.
- 2.23 Use the partnerships and networks developed through NEPRO, to ensure benefits and value can be created through these networks.
- 2.24 To proactively seek to increase NEPRO usage and spend for Member Authorities and Associate Members to deliver the maximum benefits, whilst keeping the user's needs at the forefront of decisions.
- 2.25 Seek to ensure that the growth ambitions on the delivery partner match and can be met by NEPRO.
- 2.26 Ensure alignment with the delivery partners' growth plans and future pipeline of opportunities e.g. funding streams or government incentives, market specific opportunities can be met and delivered.

Personal Disposition and Management

- 2.27 To be responsible for the day to day performance management of NEPRO. Leading by example, motivate and support staff to ensure that NEPRO can be delivered to a high standard.
- 2.28 To use the performance management framework to drive improvements in both organisational and category performance. Ensure accurate category performance data is submitted within agreed timescales.
- 2.29 Demonstrate high professional standards, represent NEPO in a positive and professional manner and contribute to the continuous progress and development of NEPO.
- 2.30 To build a broad and professional network at a regional and national level, to increase the influence that can be exerted on matters that concern NEPO and Member Authorities. Ensure that the region speaks with one cohesive voice and remains at the forefront of local and national agendas.
- 2.31 Using persuasion and influencing skills, work with stakeholders from multiple organisations with different priorities and practice, to remove barriers, resolve conflict and reach a consensus on collaborative outcomes.
- 2.32 To write clear and complete communications, adapting to a wide range of audiences, to seek advice, scrutiny and strategic direction from the entire NEPO governance structure as appropriate.
- 2.33 Ensure that the organisations policies and procedures are consistently adhered to and proactively feedback to ensure continuous development.
- 2.34 Where required, contribute to the organisation's stakeholder engagement and keep abreast of developments which will enable Member Authorities to make the best use of collaborative effort as well as encourage suppliers, and potential suppliers to access opportunities.
- 2.35 Foster close and effective relationships with colleagues and customers to deliver mutual benefits as part of a regional collaborative team.

- 2.36 As well as your own health, safety and welfare ensure that staff perform their duties with due regard to the organisation's health & safety policy and procedures.
- 2.37 Take personal responsibility for continued personal and professional development and contributing to the learning and growth of NEPO.
- 2.38 Carry out other duties, engage in development activities and promote the benefits and strategy of NEPO and its service as required and such other responsibilities allocated appropriately to the grade of the post.

3. PERSON SPECIFICATION

Criteria	Essential	Desirable	How this is identified
Essential knowledge	<p>Collaborative procurement / commissioning.</p> <p>Working in multi-disciplinary teams.</p> <p>Commercial benefits realisation</p> <p>Supplier development</p> <p>Contract management and supplier relationship development.</p> <p>Stakeholder engagement.</p> <p>Achieving best value without compromising on service delivery or quality.</p>	<p>Local Government financial pressures.</p> <p>Economic Development and Commissioning Strategies.</p> <p>Extensive knowledge of Public Sector Procurement.</p> <p>Extensive knowledge of procurement legislation</p> <p>Local and National agendas.</p> <p>Central Government Policy on public sector.</p> <p>Social Value legislation.</p>	Application and interview
Qualifications	Qualified to degree level, or equivalent experience in a relevant discipline in the public sector.	<p>Prince II</p> <p>Professionally qualified in procurement or CIPS qualified (or equivalent) or relevant technical qualification.</p>	Application and interview
Experience	<p>Working in a collaborative environment.</p> <p>Developing expertise within a category area to understand markets and</p>	<p>Leading a complex category area to understand markets and seek new opportunities in the public or private sector.</p>	Application and interview

Criteria	Essential	Desirable	How this is identified
	<p>seek new opportunities in the public or private sector.</p> <p>Working in multi-functional cross-organisational teams.</p> <p>Undertaking focused and accurate analysis of complex data for a variety of audiences</p> <p>Working with minimum supervision and able to manage and tackle competing priorities whilst ensuring adherence to relevant processes and legislation.</p> <p>Successful contract management and development of supplier relationships.</p> <p>Working under pressure, organising and prioritising a complex and varied workload.</p> <p>Using good communication skills, including presentation skills and report writing to deliver clear messages, build relationships with and influence / persuade stakeholders.</p>	<p>Devising and deploying collaborative procurement practices in the public sector.</p> <p>Using and improving Procurement systems and data analysis tools.</p> <p>Working with suppliers to promote innovative solutions in procurement.</p> <p>Oversee and approve high value complex procurement processes.</p> <p>Managing the workload and resources of a team.</p> <p>Coaching and mentoring staff.</p> <p>Managing high value public sector procurements.</p> <p>Engaging and supporting SME's and local supply chains.</p>	

Criteria	Essential	Desirable	How this is identified
	Maximising commercial opportunities and thinking of new ways of working.		