

JOB DESCRIPTION

JOB TITLE:	Solution Performance Coordinator
GRADE:	Band 5 / 6 (SCP16-22) (2022/23 £26,357 – £29,439) Depending on experience.
BASE:	Northern Design Centre, Abbots Hill, Baltic Business Quarter, Gateshead, NE8 3DF
MANAGED BY:	NEPRO Relationships and Partnerships Specialist

SUMMARY OF POST

- a. To support the management of collaborative solutions to ensure outcomes and value for money are achieved, ensuring all contracts are managed in accordance with the Category Strategy.
- b. To be responsible for identifying improvements in arrangements including contracts and supplier relationships to make the best use of resources and encourage growth.
- c. To work actively with suppliers and stakeholders to drive continuous improvements, savings, and additional benefits.

JOB PURPOSE

The key duties of this post will include:

- 1. Supporting Procurement Specialists and working alongside Procurement Coordinators to implement and manage contracts.
- 2. Carrying out the implementation of contracts and monitor contract performance to ensure that the benefits set out in the related category strategy are realised. Collect, analyse and report on key performance indicators in line with the requirements of the contract.
- 3. Ensuring all contracts are managed in line with the standardised contract management approach, acting as the conduit between

stakeholders and suppliers.

4. Reviewing spend data and developing market knowledge/intelligence in specific categories ensuring contracts are delivered and managed in line with regional needs and objectives.
5. Assisting in the preparation of related reports for senior managers, Elected members, and other relevant stakeholders.
6. Working with appropriate stakeholders to ensure robust contract management and monitoring arrangements are implemented and maintained throughout the lifespan of the contract and to drive improvements and develop supplier relationships.
7. Utilising manual and/or ICT systems within NEPO to ensure a high level of accuracy of information is maintained.
8. Maintaining records and ensuring issues are escalated to managers promptly so that underperformance or concerns can be addressed.
9. 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 appropriate to the grade of the post.

Personal Disposition

1. Plan and organise workload to ensure effective, efficient and timely delivery of agreed tasks to the required standard to support the overall delivery of NEPO.
2. To demonstrate high professional standards that represent NEPO in a positive and professional manner and contribute to the continuous progress and development of NEPO.
3. To build appropriate broad and professional networks to increase the influence that can be exerted on matters that concern NEPO and Member Authorities.
4. Foster close and effective relationships with colleagues and customers to deliver mutual benefits as part of a regional collaborative team.
5. Take responsibility for your own health, safety and welfare ensure that organisational health and safety policy and procedures are adhered to.

6. Take personal responsibility for continued personal and professional development and contributing to the learning and growth of NEPO.
7. Carrying out other duties, engage in development activities and promote the benefits and strategy of NEPO and its services as required.

PERSON SPECIFICATION

Criteria	Essential	Desirable	How identified
Knowledge	<p>Contract monitoring tools and performance measures.</p> <p>Analysis techniques to measure effectiveness and impact.</p> <p>Supplier and stakeholder management.</p>	<p>Working within a category management environment.</p> <p>Appropriate performance tools to measure success and tackle underperformance.</p>	Application and interview
Qualifications	6 GCSE at Grade 4-9 or equivalent, including Maths & English)	Professional qualification in a directly relevant subject area or equivalent demonstrable level of relevant work-related experience.	Application and interview
Experience	<p>Providing Customer Service in an environment, where different customers have different needs and expectations.</p> <p>Communicating with different audiences using a mixture of techniques to inform including writing reports and presenting to a variety of audiences.</p> <p>Networking and building</p>	<p>Experience of working in procurement/purchasing environment.</p> <p>Delivering procurements based on a category management approach within the public sector.</p>	Application and interview

	<p>relationships to promote awareness</p> <p>Meeting deadlines and prioritising work to ensure personal and team targets are met.</p> <p>Using a variety of IT tools and systems.</p>		
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