

# JOB DESCRIPTION

<b>Job Title</b>	<b>Head of Procurement</b>		
<b>Reports to</b>	<b>Director, Finance</b>		
<b>Department</b>	<b>Operations, Accounts</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>4</b>

## About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

## About the Department

Within Operations, Accounts plays a key role delivering change and supporting planning to achieve the School's strategy over the longer term. The team provides a full financial service to all areas of the School and in particular:

- Strategic planning and analysis support to the School's senior executives.
- A comprehensive management information and business partner service to the School's senior management including planning budgeting and forecasting.
- A customer-facing finance service to support the day to day running of the School including all transaction processing services – purchase invoicing, payroll and expenses; banking and treasury management; sales invoicing and credit control; research grant funding support; and the processing, reconciliation of, and reporting on, fundraising.
- Full corporate governance and compliance provision to the School and its subsidiary companies including managing and reporting on internal controls; financial accounting and reporting; insurance, tax, VAT and legal, HEFCE and Charity requirements; and management of external audit.
- Procurement support to the School's budget holders to deliver Value for Money.

## Job Purpose

The purpose of the role is to manage procurement for the School under a devolved model, ensuring value for money, compliance and continuous improvement.

The main duties and responsibilities include (but not limited to):

- Lead on the creation and implementation of a Procurement Category Management strategy to balance value for money with operational risks and needs and in a sustainable way;
- To develop excellent and effective collaborative relationships with key stakeholders to ensure strategic and operational needs are fully understood and incorporated
- Work with stakeholders to select and manage appropriate suppliers, drive continuous improvement of procurement practices and identify and capitalise on purchasing opportunities
- Oversee the development and maintenance of the contract management database to ensure an up-to-date and relevant supplier list and data is available on an ongoing basis
- Oversee production of effective and relevant procurement data reports, lead the resolution of any issues and implement action on insights gathered from the reports
- Take a proactive role in developing the procurement skills & experiences of those involved in buying goods & services to a consistent high quality/best practice or standard
- Ensure robust risk assessment & risk management processes are in place and applied
- Line-manage and develop the team to ensure that they are effective
- Any other duties / tasks as identified by Director, Finance

## Key Areas of accountability and Key Performance Indicators (KPIs)

### **Key areas of accountability:**

#### **Strategy and Planning**

- Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

#### **Partnering and Service Delivery**

- Partner with relevant area to understand their business goals and provide them with professional or technical advice, sharing expertise and information to support effective decision-making.
- Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.
- Manage the delivery of activities within a specialist area, in line with relevant policies and procedures, to ensure performance meets set targets/key performance indicators to support the School in the delivery of a first-class service.

### **Analysis and Reporting**

- Process complex data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues/unique requests from students, colleagues or stakeholders from across the School.
- Extract data from multiple sources, check its integrity and produce reports for use by management.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

### **Compliance**

- Lead the creation of policies and procedures for own area and help embed them across the School.
- Quality-assure the drafting of key policy documents to ensure full compliance with internal/external rules, regulations and legislation governing the delivery of business services and/or business/academic education.
- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for an area of specialism, and support monitoring, to ensure compliance across the School.

### **Supplier/Contractor Management**

- Manage the tendering process to select contracts for the delivery of services, and provide ongoing oversight to, and engagement with large suppliers/contractors to ensure the School gets maximum value for money.
- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard, and provide feedback on performance to management. Take action as necessary based on feedback and escalate issue resolution when required.

### **Collaboration**

- Partner, and build strong relationships with relevant areas to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs.
- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.

- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.
- Take the lead on and/or represent the area/department in cross-departmental initiatives to enable London Business School to better meet its strategic goals.

### **Project Management**

- Lead on the delivery of a portfolio of projects in own area of specialism, or act as an expert resource to or manage a work stream in a large/complex project, managing external suppliers/ contractors to ensure successful delivery within budget and to quality standards and targets.
- Provide subject matter expertise to strategic, complex and/or high-impact projects to support their successful delivery.

### **Financial Management**

- May oversee the co-ordination of financial planning and reporting, providing guidance as required to support colleagues to fulfil financial management responsibilities.
- May carry responsibility for a specific budget, fulfilling financial management requirements and ensuring the effective use of financial resources within budget.

### **Process Improvement**

- Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.
- Use management information to recommend new/enhanced policies to support business improvement.
- Contribute to the development of new/enhanced policies, processes, solutions and systems, and lead on the implementation of improvements in a defined area of Business Services.

### **People Management**

- Please read the people management accountabilities section at the start of this Job Family document, and refer to the most appropriate level based on team size or level.

### **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.
- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.

**KPIs:**

- Delivery of high-quality service in area of specialism.
- Development of solutions and improvements to complex issues within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to cross-School compliance with regulations and legislation.
- High-quality work delivered by third-party contractors and agencies.
- Projects delivered on time, on budget and to quality standards.
- Strong cross-team working relationships with key stakeholders.
- Excellent stakeholder feedback.
- Improvements in commercial performance for the team or department.
- Contribution to the development of policies, processes and systems.

**Knowledge/Qualifications/Skills/Experience required**

- Bachelor's degree or equivalent experience.
- Professional qualification (MCIPS) or equivalent experience.
- Minimum 5 years' experience working at senior management level and ideally, extensive leadership experience in procurement
- Experience of driving transformational change.
- Excellent communication skills with the ability to engage a variety of audiences.
- Significant experience of software related to own area of specialism, with the ability to build basic models or tools.
- Sound working knowledge of policies, regulations and legislation in area of specialism.
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- In-depth knowledge of business education/specialist area.
- Experience of leading projects.
- Experience in effectively managing external suppliers/contractors.
- Financial management experience and commercial acumen.

**Resources including team management**

1 FTE direct report, and 0.5 FTE indirect report

<b>Staff</b>	<b>1 direct + 0.5 indirect</b>
<b>Budgets</b>	<b>Nil</b>
<b>Date Updated</b>	<b>Jan 2020</b>