

JOB DESCRIPTION

1. JOB DETAILS

Job Title: General Buyer

Band: 4

Directorate: Finance

Location: Cornwall NHS Procurement Service, 2nd Floor, Carlyon House, Royal Cornwall Hospital, Truro, TR1 3LJ

2. JOB PURPOSE

To support the Chief Procurement Officer by ensuring application of quality procedures within the Procurement Department, by negotiating contracts for the purchase of a delegated range of equipment and services.

With the Chief Procurement Officer, Heads of Clinical and Non Clinical Procurement and teams, ensure that the Procurement Department provides value for money, ensuring cost effective and efficient use of resources, and identify ways in to which to reduce process activity.

Cornwall Procurement Service provides a service to the 3 NHS organisations in the Cornwall Health Community, and the General Buyer role requires contact with members of staff across all those organisations, as well as colleagues in NHS Supply Chain, Peninsula Purchasing and Supply Alliance and other health organisations

To comply with all relevant Health, Safety and Statutory legislation and to aspire to best working practice at all times

3. DIMENSIONS

Overview of Responsibilities

The General Buyer is responsible for undertaking the negotiation for a delegated range of goods and services and, in addition, to collect and analyse data, to ensure that the most efficient practices and routes of supply are utilised. The General Buyer is required to provide advice and guidance to Procurement and Trust colleagues in respect of Public Procurement Regulations, Contract Law, and general contracting issues.



The main duties include:-

1. To respond to customer enquiries in accordance with laid down procedures. Such enquiries can relate to specific commodity ranges or general Procurement related issues. Enquiries can be received from personnel across the 3 NHS Trusts in the Health Community, ranging from ancillary staff to consultant medical staff. The General Buyer will be required to respond to enquiries relating to their delegated range of clinical commodities or activities without referral to more senior staff, and will require the General Buyer to have knowledge and expertise with regard to product specifications, British Standard specifications, safety regulations, compatibility, advice on alternatives available, as well as the Public Procurement regulations and tendering/quotation procedures that apply. These enquiries can be received by e-mail, MS teams or telephone and occur at any time during the working day, thereby interrupting the general workflow.
2. To manage purchase orders and support the contracting process as necessary. Management of purchase orders can involve contacting suppliers to establish or negotiate prices, end users within the Trusts to obtain further information regarding the item required and to ensure that the items requested have all necessary safety checks and meet the agreed Trust standards. The General Buyer is required to produce orders up to a value of £100,000 but can authorise orders up to a value of £10,000 without referral to a supervisor. Orders in excess of this value must be authorised by a more senior member of the Procurement team. Failure to ensure equipment and products are supplied in accordance with current regulations, approved lists and to the correct standards could result in the incorrect equipment or product being delivered and patients or staff could be put at risk. The General Buyer is also required to liaise closely with the contracting staff to identify items that could be added to existing contracts, or require new contract arrangements, thereby reducing the processing time with the subsequent benefits to patient care and reduction in process cost. This activity is undertaken on a daily basis
- 3 To maintain records and provision of statistical information as required. This involves the input of data, price updating and maintenance of catalogues within GHX Nexus and each of the Trusts ordering systems in accordance with laid down procedures and parameters. It also requires the General Buyer to produce statistical information in order to establish potential for negotiating a contract with agreed companies for the supply of goods, and to liaise with the Contracts Managers or Peninsula Strategic Sourcing Buyers to arrange for tendering action to be undertaken, and to participate in the tendering process.
- 4 To answer telephones promptly and courteously, actioning and taking messages as appropriate. This will require the General Buyer to resolve queries for a range of clinical commodity and service areas, without referral to more senior staff.
- 5 To contribute to the planning and implementation of improved working procedures, including introduction of information technology software, to establish and maintain total quality standards to agreed levels.
- 6 To comply with all statutory regulations, procedures, Standing Orders and Standing Financial Instructions as directed. The General Buyer is made aware of the financial limits within which each Trust operates and has a responsibility to ensure the

application of these limits, without referral to more senior staff within the department.

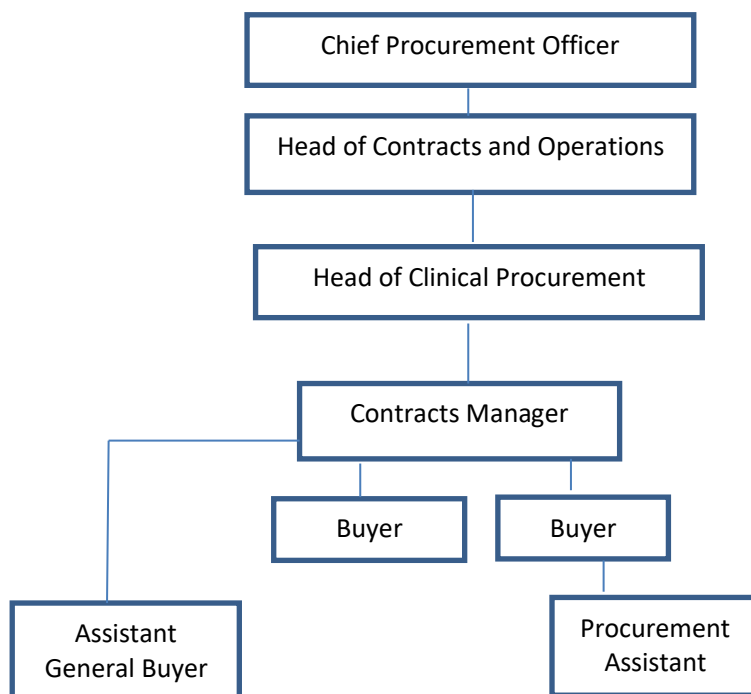
- 7 To respond to requests for emergency supplies and deliveries - this is often for potentially life saving or other critical items and the General Buyer must use their own initiative and experience to locate the item and arrange an urgent delivery, sourcing alternative products or suppliers as necessary, usually without referral to more senior staff.
- 8 To undertake quotation and tender exercises to ensure that value for money is being achieved to bring new suppliers into the supply base where appropriate.
- 9 To ensure polite and courteous communications with staff and external agencies at all times.
- 10 To manage purchase orders and ensure timely despatch in order to meet end user and supplier deadlines.
- 11 To allocate work to, and supervise activity of, Assistant Buyers or Procurement Assistants, ensuring that deadlines are met.
- 12 To undertake maintenance and analysis of computer system data to facilitate the dissemination of information with the Procurement Department and to users of the Procurement service. This will include the production and use of Excel spreadsheets and Access databases.
- 13 To identify and assist in the introduction of new purchasing processes and supply routes to reduce process and cost.
- 14 Represent the Procurement Department at meetings with Trust staff, Suppliers and other external bodies, often unaccompanied by a more senior member of staff, to ensure that users obtain the best from the Procurement Department and are aware of the policies and procedures
- 15 To meet with supplier representatives to discuss new products or services, improved supply routes, negotiation of prices and contract terms for delegated commodities/services.
- 16 Offer advice and guidance to any users of the Trusts Ordering Systems or the Procurement Department on general Procurement processes, and Public Procurement Regulations. This requires the General Buyer to gain considerable knowledge and skills on the use of the relevant systems, Procurement processes and procedures, Public Procurement Regulations, and Contract Law over time.
- 17 To carry out other duties as may be required from time to time by senior management.
- 18 To work with the Cataloguing Manager to ensure that information is updated in a timely manner and enables users of the service to locate the products they require. In addition, the General Buyer will be required to have knowledge of the GHX Cataloguing system
- 19 This role will involve extensive use of VDU equipment and telephones.

20 To support the Capital Equipping Manager with pricing and ordering goods for new capital build projects, including contacting suppliers to arrange delivery to critical dates, and updating costed equipment schedules

21 To arrange equipment and product trials - this requires the General Buyer to liaise with Trust staff (end users, Clinical Technology, Estates, Risk and Safety, Control of Infection) and suppliers to ensure that any equipment or products on trial are appropriate, have the relevant safety checks prior to use, and that the Trust is indemnified should there be any consequences relating to the use of the equipment or product on trial. Failure to undertake appropriate action could result in risk to patients or staff.

22 To manage an unpredictable workload which is generated by end users within the Cornwall Health Community for both self and those being supervised by the General Buyer, and respond to a large number of enquiries and requests for help and support on a range of supply related issues - such enquires can be received at any time during the working day and have to be handled in a timely professional manner whilst maintaining the on-going tasks and turning work around within the timescales stated in the Service Level Agreements. Such enquiries and interruptions require the General Buyer to be extremely flexible and have the ability to manage constant interruptions on a wide variety of topics.

4. ORGANISATION CHART



5. KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED

Advantageous to have a minimum of two years recent practical experience in a Procurement ordering/contracting environment



Member of the Chartered Institute of Purchasing and Supply to Foundation level, studying towards, **or** willing to study towards, or equivalent experience

Use of computerised ordering and database systems

Advantageous to have experience of purchasing products

Excellent written, verbal communication and interpersonal skills

Production and analysis of data

Advantageous to have experience in tendering and contracting for products, requiring a knowledge of Contract Law and Public Procurement Regulations

Willingness to undertake Trust Mandatory training

Willingness to undertake Procurement training, some of which may be held out-of-county

6. KEY RESULT AREAS

Ensuring that deadlines are met and the targets outlined in the Service Level Specification with the 3 health organisations are achieved by the postholder

Ensuring that users of the Procurement Department are kept informed of progress of their requirements

To ensure that purchase orders are raised in a timely and efficient manner

To maintain flexibility of service provision and co-operate with all other personnel

To assist in identifying means of removing process activity and arranging the most appropriate routes of supply

7. COMMUNICATIONS & WORKING RELATIONSHIPS

Accountable and responsible to the Chief Procurement Officer

Reporting to Clinical Contract Manager

Must be able to work as part of a team and on own initiative



Required to foster good working relationships with customers, service users, managers and staff at all levels and at all times

Communicates with personnel across the 3 health organisations in Cornwall, particularly users of the electronic requisition and ordering systems

Provides information to managers

Discussion with suppliers on prices, delivery lead times and other issues with regards to products

Liaison with NHS Supply Chain on supply related activity

Working with the Contracts Managers, General Buyers and Assistant General Buyers, to assist in setting up contracts for an agreed range of products and services

Liaison with Medical Physics and Estates personnel with regard to safety checks on equipment prior to purchase

8. MOST CHALLENGING PARTS OF THE JOB

To achieve the satisfaction of the users of the Procurement Department within the necessary constraints of the service, and ensure that the appropriate IT skills are deployed to present data and statistics in an accurate and meaningful way. Managing a varied workload and prioritising demands on a day-to-day basis.

9. OTHER

- The Post holder must comply with all RCHT Policies and Procedures.
- The Post holder must work within Infection Control guidelines to ensure that work methods do not constitute a risk of infection either to the health care professional, to the client or to any persons working/visiting in RCHT premises.
- This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the post holder will undertake any other duties which may be required from time to time.

THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST HOLDER

10. JOB DESCRIPTION AGREEMENT



Job holder's Signature:

Date:

Head of
Department Signature:

Date:

Title:

The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites by staff in trust uniform and/or wearing a trust identification badge in any location, in vehicles owned or leased by the Trust or in the homes (including gardens) of any patients visited at home.

Person Specification For The Post Of: General Buyer

Job Reference:

All requirements listed in this specification must be (a) essential to the post and (b) assessable within the selection process.

<u>ATTRIBUTES</u>	REQUIREMENTS		METHOD OF ASSESSMENT
	ESSENTIAL	DESIRABLE	
QUALIFICATIONS	5 GCSE O Levels or equivalent	European Computer Driving Licence (Advanced) or similar IT qualification NVQ2 in Administration or Procurement (or equivalent)	Application form and sight of qualification certificate
EXPERIENCE	Use of computerised ordering and database systems Recent experience in purchasing products	Practical experience in a Procurement environment Experience in tendering and contracting for products, requiring a knowledge of Contract Law and Public Procurement Regulations Experience in use of Microsoft products.	Application form and interview
PRACTICAL AND INTELLECTUAL SKILLS (INCLUDING ANY SPECIAL KNOWLEDGE)	Excellent written, verbal communication and interpersonal skills Ability to handle and respond to a large volume of telephone calls Organisation and planning skills and dealing with frequent interruptions Good IT / clerical skills particularly in the use of Microsoft Office products Ability to cope under pressure Customer service skills Ability to prioritise a varied workload		Application form and interview
DISPOSITION/ ADJUSTMENT/ ATTITUDE	Flexible; Highly motivated; Proactive individual and effective team player; Methodical.		Interview and references

TRAINING	<p>Willing to undertake Trust mandatory training</p> <p>Willing to study for professional procurement qualifications</p>		Interview
ADDITIONAL CIRCUMSTANCES	<p>Commitment to working the hours required to fulfil the job, including flexibility of working where required.</p>	<p>Clean driving licence and use of vehicle.</p>	<p>Sight of driving licence.</p> <p>Interview</p>