

Head of Procurement & Contract Governance

Application pack

June 2022

About GambleAware

GambleAware is the leading commissioner of prevention and treatment services for gambling harms in Great Britain. We are an independent charity guided by a Board of trustees, the majority of whom work in the health sector.

In April 2021 GambleAware published a new five-year strategy which defined the charity's vision of **a society where people are safe from gambling harms**. This vision is based on a whole-system approach, which acknowledges the many other organisations, networks and individuals, including those who have lived experience of gambling harms, that already play a key role across the system, or have the potential to do so in the future.

As an independent charity, we are regulated by the Charity Commission for England and Wales, and the Scottish Charity Regulator (OSCR). Our charitable objectives are:

- a) The advancement of education aimed at preventing gambling harms for the benefit of the public in Great Britain, in particular young people and those who are most vulnerable, by carrying out research, by providing advice and information, by raising awareness, and by making grants; and,
- b) Working to keep people in Great Britain safe from gambling harms through the application of a public health model based on three levels of prevention: primary – universal promotion of a safer environment; secondary – selective intervention for those who may be 'at risk'; and, tertiary – direct support for those directly or indirectly affected by gambling disorder, by carrying out research, by providing advice and information, by raising awareness, and by making grants for the provision of effective treatment, interventions and support.

GambleAware has a vision to see a society where everyone is safe from gambling harms. To help achieve this, we are steered by a clear set of values which guide our behaviour and shape everything we do. GambleAware and its staff are committed to:

Independence: We act with independence in commissioning projects which are in the interest of preventing and treating gambling harms.

Integrity: We act fairly and with integrity.

Equality: We strive to achieve equality of access and outcomes for people experiencing gambling harms.

Being evidence-based: We are conscientious in ensuring our work is evidence-based and in the absence of evidence, we will apply the precautionary principle to fulfil our charitable purpose.

Life at GambleAware

Employee benefits

We are committed to offering our employees a range of benefits to support their wellbeing. We regularly review and update our benefits and the list below summarises those currently on offer.

Annual flu vaccinations	Flexible working
Annual leave (25 days plus public holidays)	Highstreet staff discounts
Annual staff feedback survey	Investment in staff development
Cycle scheme	Mindfulness app
Death in service	Pension
Employee assistance programme	Private healthcare
Eye-test and DSE assessment	Season ticket loan

Equal opportunities

GambleAware is committed to Equality, Diversity and Inclusion – with an EDI group at the core of the charity that is committed to driving real change throughout the organisation. Our aim is to ensure that our staff, partners, stakeholders and those we commission – at all levels – are committed to driving change for a more equitable society promoting zero tolerance towards inequality, exclusion, racism and all forms of discriminations through the organisation and our partners.

GambleAware will be conducting an annual staff survey to allow for an open, honest and confidential way for staff to feedback and share their observations of the charity and make suggestions for improved ways of working going forward.

Career development

At GambleAware, we pride ourselves on offering a work environment that encourage professional growth. We have a competency framework in place that sets out the skills, knowledge and behaviours that lead to successful performance. The framework is used as a basis for determining what employees need to achieve and how they can work to achieve this.

The framework is designed to empower staff to take control of their career and we deliver on this by offering regular internal and skills-based training opportunities for all employees, at any level. There are also opportunities for coaching across the team and with junior colleagues and we also provide an internal mentoring framework for all staff.

Job description

Role title:	Head of Procurement & Contract Governance
Accountable to:	Chief Operating Officer
Accountable for:	Line management of Contracts Manager, Leading best practice in procurement and governance of contracts
Hours	Full time
Location:	A mix of home and office working (min 40% office) (Central London)
Salary	£50,000-£60,000 FTE depending on experience

Role Purpose

To lead the organisation's supply of products and services, by managing the end-to-end procurement process, ensuring contract benefits are tracked, achieving identified outcomes.

Work in partnership with operational colleagues, including setting the strategic direction for commercial / procurement activity; planning for and supporting day-to-day procurement operations across the organisation as a whole, and identifying opportunities for continuous improvements in cost and service quality.

Through the use of procurement best practice, discover the best ways to reduce procurement costs, achieve value and ensure contracts are delivered to expectations and best practice.

To develop and manage innovative procurement processes for partnerships and innovations funds, ensuring rigour whilst giving more flexibility than a traditional procurement.

Key accountabilities:

- Support colleagues to develop a consolidated procurement plan, based on their operational plans. To identify the required resources, and any external supply chain provision required for technical input or where there is no internal capacity.
- Supporting the services to manage live contracts, in particular where performance or commercial issues arise.
- Develop procurement performance metrics and a reporting schedule to ensure efficiency targets are met.
- Provide hands-on, operational support for high value, complex and strategic procurement programmes / projects, supporting the end-to-end process to achieve procurement and commercial related benefits, such as whole life cost reduction; quality improvement (including improving the performance of suppliers); and social value benefits.
- Lead the end-to-end procurement process. Regularly reviewing and updating when required all of GambleAware's commercial and procurement, policies, processes and procedures.
- Develop and maintain a contracts register with all of GambleAware's contract details and documents.
- Lead colleagues to deliver strong contract performance, through understanding contract requirements, monitoring performance, and ensuring desired outcomes are achieved.

- Review the commercial and procurement policies where necessary to drive a transparent, fair and non-discriminatory procurement process.
- To develop and manage innovative procurement processes for partnerships and innovations funds, ensuring rigour whilst giving more flexibility than a traditional procurement.
- Provide comprehensive commercial and procurement plans including presentation of metrics and progress reports to leadership.
- Control spend and build a culture of long-term value-for-money on procurement cost
- Quickly establish strong working relationships with a variety of stakeholders based on trust and confidence, work well within teams, and have the skills to engage, influence and negotiate with external and internal stakeholders in the delivery of outputs and outcomes.
- Liaise with Chief Executive and Chief Operations Officer to assure the overall direction and integrity of commercial / procurement activities across the organisation.
- The post holder has devolved authority to act within tolerances set by the Chief Operating Officer working closely and co-operatively with sponsors, workstream leads, users and suppliers in accordance with governance procedures and in line with organisational strategic objectives, to shape and create a competitive marketplace.

Key responsibilities:

1. Demonstrate a commitment to diversity, inclusivity and equal opportunity in working with colleagues and stakeholders with a wide range of perspectives and experiences.
2. Be responsible for the line management of Contracts manager to support the delivery of commercial procurement activities.
3. Lead, plan, co-ordinate and manage commercial / procurement activities on a day-to-day basis, supporting the organisation in meeting key strategic business aims and goals.
4. Ensure business cases are defined and developed.
5. Ensure the integrity of the commercial / procurement activities, focusing on the internal consistency, its coherence with strategic planning and its interfaces with other programmes.
6. Responsible for achieving defined targets and standards against the key performance and quality indicators through performance monitoring, procurement evaluation models, and the delivery of service and quality improvement with the organisation.
7. Required to support the Chief Operating Officer with the production of Board, Committee and Leadership Team papers and reporting tools.
8. Promote and develop the culture of a learning organisation committed to high quality of care and continuous improvement.
9. Undertake any other tasks as reasonably directed by your line manager
10. Adhere to GambleAware policies and procedures
11. Be a good team worker, demonstrating loyalty and commitment to the organisation and team members.

Critical competencies:

The competency framework sets out how we want people in GambleAware to work.

The competencies are intended to be discrete and cumulative, with each level building on the levels below.

The six competencies below are identified as critical to this role.

Brilliant Basics	<ul style="list-style-type: none"> ● Take a wide view, successfully achieving common goals with organisations that have different priorities. ● Clarify and articulate the diverse requirements of end users and delivery partners to support effective procurement models. ● Maintain a strong focus on priorities, holding others to account for priorities and swiftly respond to changing requirements.
Difference Makers	<ul style="list-style-type: none"> ● Influence external partners, stakeholders and end users successfully – secure mutually beneficial outcomes ● Seek constructive outcomes in discussions, challenge assumptions and remain willing to compromise when it is beneficial to progress.
Game Changers	<ul style="list-style-type: none"> ● Anticipate economic, social, political, environmental and technological developments to keep activity relevant and targeted

Person Specification

	Essential	Desirable
Knowledge & experience	<ul style="list-style-type: none"> Proven experience as a Procurement Manager, Procurement Officer, Head of Procurement, or similar role Experience of evaluation / scoring models for bids and how to balance scoring percentages. Experience in working with subject matter experts, in particular helping to craft requirements that is meaningful to bidders Knowledge of sourcing and procurement techniques as well as a dexterity in “reading” the market Good knowledge of supplier or third-party management software Successful change management experience, with a proven track record and demonstrated ability of working collaboratively with a variety of levels to delivery. Experience of facilitating workshops across multi-disciplinary teams. Management of resources and budgets. Experience of developing atypical procurement. Experience of working with multidisciplinary teams at varying levels of seniority. 	<ul style="list-style-type: none"> Public Health commercial / procurement experience. Health and Social Care commercial / procurement experience. Knowledge of public sector procurement
Skills & abilities	<ul style="list-style-type: none"> Ability to facilitate evaluation sessions (leading the panel). Ability to represent Gamble Aware in larger bidder/marketing events. Aptitude in decision-making and working with numbers. Experience in collecting and analysing data Ability to negotiate and influence others in a positive manner and confidence to deal with different priorities and differing views in order to instigate and achieve change and improvement. Ability to manage expectations. Ability to prepare and present reports to Board, Committee, leadership and management teams on commercial/procurement activities and advise on issues and risks to detailed specifications. Diplomacy and ability to deal with difficult situations. Leadership and team building skills. 	

	<ul style="list-style-type: none"> • Ability to work in a pressured environment and work to deadlines. • Able to develop strong multi-disciplinary relationships. • Excellent communication skills, with the ability to communicate effectively with a variety of audiences in a variety of ways. • Strong delivery focus, with the ability to drive progress forward and a concern for results and achieving goals. • Sets high standards of performance and seeks to improve previous performance levels. • Able to confidently and effectively chair meetings. • Required to work on own initiative. • Be flexible during times of change. 	
Qualifications	<ul style="list-style-type: none"> • Business related qualification (or equivalent experience) • Evidence of Continued Professional Development / further training. 	<ul style="list-style-type: none"> • Member of recognised professional body i.e., CIPS
General	<ul style="list-style-type: none"> • Committed to continuous professional development. • Commitment to GambleAware's mission and values. • A clear understanding of, and commitment to, equal opportunities and diversity, and a commitment to promote high standards of conduct, integrity and probity 	<ul style="list-style-type: none"> • Keeping up to date with Charity Commission guidance.

How to Apply

Key Dates

Closing date for applications is 9am on Thursday 23rd June 2022.

We reserve the right to close this vacancy early if we receive sufficient applications for the role.

Therefore, if you are interested, please submit your application as early as possible.

Successful candidates will be invited to attend a panel interview in July.

How to apply

In order to apply, please submit a comprehensive CV along with a covering letter (up to two pages) to

recruit@gambleaware.org.

Your cover letter should set out your interest in the role and how you meet the essential requirements in relation to the accountabilities and responsibilities for the role.

Equal opportunities

All candidates are also requested to complete an online [Equal Opportunities Monitoring Form](#) which will be found at the end of the application process. This should be submitted to recruit@gambleaware.org.

This will assist GambleAware in monitoring selection decisions to assess whether equality of opportunity

is being achieved. Any information collated from the Equal Opportunities Monitoring Forms will not be used as part of the selection process and will be treated as strictly confidential.

GambleAware is an equal opportunity employer and is committed to ensuring equal opportunities, fairness of treatment, dignity, work-life balance and the elimination of all forms of discrimination in the workplace for all staff and job applicants.

We are committed to ensuring everyone can access our website and application process. This includes people with sight loss, hearing, mobility and cognitive impairments. Should you require access to these documents in alternative formats, please contact recruit@gambleaware.org.

Personal data

In line with GDPR, we ask that you do NOT send us any information that can identify children or any of your sensitive personal data (racial or ethnic origin,

political opinions, religious or philosophical beliefs, trade union membership, data concerning health or sex life and sexual orientation, genetic and/or biometric data) in your CV and application documentation. Following this notice, any inclusion of your sensitive personal data in your CV/application documentation will be understood by us as your express consent to process this information going forward. Please also remember to not mention anyone's information or details (e.g. referees) who have not previously agreed to their inclusion.

Contact details

For a conversation in confidence, please contact recruit@gambleaware.org and we will come back to you.

Also, if you have any comments and/or suggestions about improving access to our application processes please do not hesitate to contact us at recruit@gambleaware.org.

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About GambleAware:

GambleAware is an independent charity (Charity No. England & Wales 1093910, Scotland (SC049433) that champions a public health approach to preventing gambling harms. GambleAware is a commissioner of integrated prevention, education and treatment services on a national scale, with over £40 million of grant funding under active management.

For further information about the content of the report please contact info@gambleaware.org

