

## Job Description: Framework Manager

### Job Description

Job Title:	Framework Manager
Location:	Fusion21 Offices, Puma Court
Reports to:	Category Manager
Staff Responsibilities:	Operational Procurement Staff
Hours of work:	35 hours per week
Salary Range:	£47,741 – £58,981  Bottom £47,741  Lower £50,551  Mid £53,361  Upper £56,171  Top £58,981

### Summary of Position:

Reporting to the Category Manager the role requires the 'owning' of one or more frameworks and the associated supply chain, which represents a discrete offer within Fusion21's procurement services.

Proactively operating the offer and associated framework(s) in accordance with the agreed individual framework plans, which cover business case, marketing, sales strategy, finance, commercial performance, and social value.

The role is responsible for the management of all procurement activity and services delivered through the offer and framework(s) and ensuring that work is completed to required standards and is compliant with internal and legislative requirements.

A Framework Manager is customer facing and expected to spend 50% of time on 'productive' activity delivering procurement services across the public sector.

### Primary Responsibilities

People – Others and Management	Line management of operational procurement staff covering, but not limited to, HR, performance, personal and professional development and coaching of team members.
Customers - Members (Current and Future)	Maintain a knowledge of discrete markets and sectors relevant to areas of responsibility.  Develop and nurture strategic and tactical relationships to understand their requirements.  Work proactively to inform and shape marketing and sales activity.  Present our offer to meet Member needs, providing a responsive and accessible service.

Customers - Suppliers	<p>Maintain a knowledge of discrete supply network(s) relevant to areas of responsibility.</p> <p>Identify, develop and nurture strategic and tactical relationships to understand supplier capacity, capability, and interests.</p> <p>Work collaboratively with suppliers to create and deliver procurement projects.</p> <p>Be accountable for supplier due diligence, compliance with applicable contractual obligations and overall performance of awarded contracts.</p>
Operations - Procurement Compliance	<p>Take responsibility for compliance for all framework and call-off activity against designated framework(s).</p> <p>Ensure that activity is conducted in accordance with Policies, Standard Operating Procedures, and Public Contract Regulations (and/or other relevant legislation).</p> <p>Ensure that that internal IT systems, data and information are maintained and up to date.</p>
Operations - Quality of Service	<p>Take responsibility for ensuring high levels of customer service are provided such that Members are satisfied, have a positive experience, and feel happy to advocate Fusion21 against designated framework(s).</p> <p>Manage Member expectations and provide clear consistent and timely communications, delivering work in line with agreed timescales.</p>
Operations - Quality of Work	<p>Take responsibility for ensuring all call-off and contract activity represent Members' needs, appropriately manage risk, understanding and recognising how markets operate and that call-offs are priceable and evaluatable (including reviewing and supporting the work of others).</p> <p>Ensure customer outcomes are achieved and that contracts represent Value for Money.</p>
Operations - Productivity	<p>Efficient and effective time management across the offer and team to ensure productive and non-productive time is best utilised for the benefit of the organisation.</p>
Finance	<p>Maintain revenue projections across medium term (nominally current and next 2 years) in line with agreed targets for the offer and associated framework(s) and be responsible for delivering to the revenue forecast.</p> <p>Develop, maintain, and deliver activity plans to achieve the revenue projections.</p> <p>Monitor and identify variances and undertake appropriate corrective actions.</p> <p>Use Supplier Relationship Management to support the valuation process and where necessary, debt management.</p> <p>Ensure all expenditure is necessary, proportionate and in accordance with agreed budgets and delegated authority.</p>
Social Value in Procurement	<p>Champion social value and have confidence to discuss it with others, both internally and across a range of external stakeholders.</p> <p>Ensure activity aligns with Fusion21 mission, vision and values regarding social value and ensure social value is embedded in all our services.</p> <p>Develop, maintain, and deliver activity plans to achieve social value projections.</p> <p>Supplier Relationship Management to support realising social value outcomes.</p>

Products and Services	<p>Develop and maintain operational offer and framework plans that align with organisational objectives.</p> <p>Proactively and routinely report on performance and conformance with the plan.</p> <p>Take ownership for new products to ensure the design and components are deliverable following framework commencement.</p>
General	<p>Maintain a level of knowledge appropriate to the status of the post from which to advise on changes in legislation, policies, requirements, guidance, and best practice as it affects the operation of Fusion21 and its procurement services.</p> <p>To be a committed team member and Fusion21 ambassador who actively supports team members and external stakeholders through the provision of specialist skills, knowledge, and the use of flexible resources within the wider team and organisation.</p> <p>To always operate in a professional and safe manner in line with statutory duty and the policies and procedures of Fusion21.</p>


### Personal Specification

Post holders that do not meet the essential criteria will be given an appropriate period of time to meet the essential criteria. Fusion21 will support individuals in their learning and development to achieve this.

	Essential	Desirable
<b>Skills, Qualifications &amp; Training</b>	<p>MCIPS</p> <p>IOSH Managing Safely, NEBOSH or SMSTS.</p> <p>CDM Awareness.</p> <p>Asbestos Awareness.</p>	<p>Chartered Membership of CIPS</p> <p>Relevant Professional Qualification or Membership.</p> <p>Relevant technical qualifications to the Framework(s) being managed.</p>
<b>Knowledge</b>	<p>Sound knowledge of the Public Contract Regulations, Policy, PPNs and Guidance.</p> <p>Specific technical knowledge relevant to the offer and framework(s) being managed by the post holder.</p> <p>A broad understanding of the sectors and markets that Fusion21 operates in.</p>	<p>Broad understanding of public sector procurement requirements and how these are implemented in public sector organisations.</p> <p>A detailed knowledge of at least one sector or markets that Fusion21 operates in.</p>
<b>Experience</b>	<p>Compliantly operating under and with the Public Contract Regulations.</p> <p>Using electronic procurement portal(s).</p> <p>People management.</p> <p>Management of financial performance.</p>	<p>Built environment related contract management (contractor / client / consultant).</p> <p>Using Delta e-Sourcing.</p> <p>Using a CRM system.</p> <p>Using online applications; DocuSign, Dun &amp; Bradstreet, Constructionline, Companies House.</p>

<b>Behaviors, Qualities and Attitude</b>	<p>Appreciates the impact they have on others and the impact others have on them.</p> <p>Ensures that own work plans, and priorities fit with the needs of others involved in delivering services.</p> <p>Shows awareness of team dynamics and acts to promote effective team working.</p> <p>Appreciates the efforts of others.</p> <p>Proactively takes ownership of individual and group delivery accountability.</p> <p>Monitors and shares results and uses feedback to improve delivery as appropriate.</p> <p>Reviews and identifies improvements to business processes and systems.</p> <p>Acts as a role model for others in demonstrating integrity and inclusiveness in all aspects of their work.</p> <p>Challenges where organisational values are compromised.</p>	<p>Routinely seeks feedback and adapts their behavior appropriately.</p> <p>Positively communicates and challenges others to establish agreement and commitment.</p> <p>Helps lead others towards common goals, providing clear objectives and offering appropriate support.</p> <p>Sets and shares clearly defined and aligned objectives.</p> <p>Develops plans and takes opportunities to engage stakeholders to contribute when needed.</p> <p>Works collaboratively with key partners to maintain relations and achieve optimal results.</p> <p>Uses networks to bring individuals and groups together to share information and resources and to achieve goals.</p>
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**Prepared by**

Name:	Oliver Mooney	Signature:		Date:	06/04/2022
Title:	Category Manager				

**Note:** This job description is not exhaustive and is not a comprehensive list of all the tasks that may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken. The post holder is also expected to carry out other duties which are broadly consistent with the role as identified below. This job description will be subject to periodic review, and it may be amended to meet the changing needs of the business. The post-holder will be expected to participate in this process, and we would aim to reach agreement on any changes.