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ICT Category Manager (General)

Role title	ICT Category Manager	Salary Range	£43,010 - £52,020
Function	Procurement & Supply Chain	Role Level Range	5-7
Base Location	Flexible – Herdus House, West Cumbria; Hinton House, Warrington; or Harwell, Oxfordshire Hybrid working available with 40% of time in an NDA office	Role Type	Permanent
Reports to	Senior Category Lead (Technology)	Closing Date	28 th October 2024

The Role:

NDA Procurement and Supply Chain (P&SC) require an experienced generalist ICT Category Manager to join the NDA Category Management team reporting into the Senior Category Lead for Technology.

Aligned to the Technology category pillar, the purpose of the role is to work with stakeholders across the NDA and the wider group to leverage and procure new technology arrangements across the Operating Companies in line with OneNDA strategy. This will require a professional that is accustomed to working with business sponsors and stakeholders with varying levels of understanding of ICT arrangements. A strong understanding and experience of disaggregation in line with government strategy solutions is a pre-requisite for this role as well as aggregation of spend across multiple entities.

The role is to support the business in extracting the best value from all ICT Category procurement activity, manage risk as well as leveraging the groups considerable purchasing power to maximize benefit to the businesses and the taxpayer. Furthermore, the role will require the successful candidate to develop effective strategies for long terms strategic direction requiring thought leadership across the portfolio under the scope of NDA's remit. This must include identifying collaborative opportunities across the group and a collaborative intent is a pre-requisite for the role.

NDA seek a professional with excellent communication skills to promote NDA Category Management across the group as well as within NDA. The successful candidate will need excellent communication skills and an ability to influence others to manage the risk appetite of the business and deliver consistent right first-time procurement solutions. The ideal generalist ICT candidate should have extensive experience in the public sector or extensive relevant experience of Hardware, Software, Voice and Data, Cyber and

Outsourced Services arrangements. A familiarity of all the key tier one suppliers in this sector is important as well as a strong working experience of government frameworks.

Key Accountabilities:

This is a crucial area of spend to manage cost and risk across the NDA portfolio. This exciting role requires an understanding of a range of ICT Category areas with the following:

- A good understanding of outsource services contracts and contract mechanisms with the ability to provide thought leadership across the portfolio not only in the context of NDA but the wider NDA Group operating companies.
- Strong delivery experience of the following areas:
 - Software as a Service (SaaS)
 - Hardware (Laptops, Mobile and Associated Services)
 - Application Development (AD) and projects
 - Legacy Software
 - Application Maintenance and Support (AMS)
 - Service Desk
 - End User Services
 - Service Integration and Management (SIAM)
 - Wider Intelligent Client Function (ICF) Service Arrangements
 - Target Operating Model (TOM) Outsourcing
 - Cyber Security
- NDA P&SC considering collaboration at its heart leveraging group spend and engaging with cross group stakeholders to consider long term strategic outcomes that realise benefit for all.
- Demonstrable experience of Category Strategy Development incorporating:
 - Industry knowledge and insight and market conditions
 - Strategic opportunity assessment and benefit realisation
 - Contract Management (CM) and Supplier Relationship Management (SRM) following government standard practices
 - Financial baselining across the group and ongoing maintenance and reporting there of
 - PESTLE and SWOT and Porters 5 Forces Analysis
 - Sub-category development

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- The strategy will require evolution annually and will include innovative solutions to complex problems.
- Excellent understanding and experience of suppliers in the market with demonstrable track record of implementation within a contracting authority
- Good understanding of historical and current commercial models, volumetrics, terms and conditions, migration approaches as well as government historical policies and procedures to outsourcing.
- Cloud adoption and licencing exchange negotiation against a developed and defined negotiation strategy.
- Working knowledge of business process outsource (BPO) which will deliver significant business change.
- Practical understanding of public sector frameworks in the context of Technology with the ability to determine appropriate sourcing strategies based on the requirements.
- Develop and write business cases appropriate for NDA, DESNX and Cabinet Office approval on a right first-time basis desirable
- Good knowledge of public sector procurement with the ability to advise stakeholders surrounding the procurement risks, mitigations, and legal impacts.
- Excellent ability to influence decisions and work with stakeholders in a complex landscape.

Knowledge, Skills and Experience required:

- Shares and demonstrates the NDA values of, respect, openness, collaboration, performance and creativity.
- Possess an ADC Grade A or B at Commercial Specialist / Associate Commercial Specialist. (Desirable)
- Experience of OJEU procurement activity or procurement activity in a similarly complex and regulated environment.
- Experience in developing complex procurement strategies and/or category strategies.
- Accountable for the successful delivery of complex procurements with associated governance and assurance within the Technology Category portfolio.
- Pipeline maintenance and reporting.