



PROCUREMENT & CONTRACTS MANAGER



About Post Office Management Services

POMS is a customer focused organisation that relies on the Post Office Money brand, its network, customer data and marketing capabilities in order to deliver its plan objectives.

As an independent business, it was established in 2014 after the Post Office bought out the joint insurance venture between Bank of Ireland UK and Post Office. Our vision is to operate as a specialist broker. Our team has expanded significantly since then, as we continue to pursue our core visions to:

- Deliver operational efficiency, product and pricing flexibility resulting in greater control of, and access to, the value chain;
- Directly control customer management, policy conditions and retail pricing;
- Enter in to partnership agreements with Underwriters, Third Party Administrators, Software Houses and Consultancy firms to procure and develop the capabilities required in support of our chosen business model; and,
- Build a tangible asset for the Post Office.

POMS is a wholly owned subsidiary of Post Office and this means you are part of an organisation that is trusted by communities and consumers, putting its people and customers first. Together we have the opportunity to write the next chapter of an iconic organisation with over 300 years of history. We shape our future and each of us has the autonomy and responsibility to help create a business we can all be part of and proud of.

We know that the best way to provide a great service for customers is to evolve our business and adapt to their changing needs. We're improving our online and in store experience for customers because we know that our customers never stop changing, so neither will we.

We are working hard to ensure that the next chapter of the Post Office's history is a bright one. We are the current guardians of an iconic business and we want to hand over a thriving network of branches which can continue to provide essential products and services for our customers for many years to come.

This is a uniquely exciting and challenging time for the Post Office and for POMS – we're shaping the future and creating a business we can all be proud of.

We share the Post Office values of Care, Challenge, Commit.

The basics

Job Title:	<i>Procurement & Contracts Manager</i>
Post Reports to:	<i>Chief of Operations</i>
Division:	<i>Operations</i>
Budget Responsibility:	<i>£150K Direct</i>
Number of Direct Reports:	
Location:	<i>Finsbury Dials, London</i>

The purpose of the role

POMS is an FCA authorised insurance intermediary and a wholly-owned subsidiary of Post Office, providing services to Post Office customers via a number of outsourced arrangements.

The role is a management position responsible for the procurement and contracting of all new or existing third party arrangements. This will require the establishment and management of effective processes that support the achievement of POMS business objectives.

Principal accountabilities

- Establishing and maintaining a world class procurement framework, including policies and processes that best met the needs of the business
- Managing all procurement activity to ensure optimal outcomes against business requirements
- Undertaking or updating third party due diligence on all suppliers
- Prioritising and progressing all POMS contract activity in accordance with business priorities
- Negotiating optimal contractual terms that comply with POMS Contracting Principles
- Owning the relationship with internal and external legal resource
- Creation of appropriate risk notes in conjunction with legal and other POMS' stakeholders to ensure any contract risks are understood
- Initiating review of third party arrangements in line with contract anniversaries
- Ensuring all contract are signed in accordance with POMS contract approval process
- Linking in with SMEs across POL and our external suppliers.
- Assisting COO with in managing the business operation
- Supporting any supplier audit activity.
- Responsible for ensuring compliance with any specific legislative, regulatory, or contractual requirements.

Qualifications, experience and skills

- Expert knowledge of procurement practices and theory
- Experience of procuring product and services in a regulated environment.
- Strong commercial acumen, recognising opportunities and ensuring the best outcomes for POMS and our customers.
- Proven commercial and contract negotiator with an understanding of legal risk.

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- Able to manage diverse workloads and prioritise accordingly
 - Experience of operating effectively within an FCA regulated environment.
 - Financially literate, having budget ownership and demonstrated cost management.
 - Detailed knowledge of relevant markets including UK insurance, IT and outsourcing.
 - Strong written and verbal communication skills, adaptable for varying audiences including Board level.
 - Degree educated or equivalent