

Procurement & Contracts Senior Manager

Job description

September 2024

Introduction

Thank you for considering this role at Fair4All Finance. As we continue our exciting growth plans in 2024 to deliver on our ambitious goals and refreshed strategy, we're looking for a dynamic and self-motivated Procurement & Contracts Senior Manager to join our Finance and Operations team.

The key focus of this role will be to provide leadership/be a point person in shaping a clear strategy and plan for all procurement categories across our strategic priorities, including our more agile and innovative requirements, and support the organisation/team in executing procurements and instituting best practices.

This means you will be passionate about applying your procurement expertise and experience to creating an open dialogue with supply chain actors/new bidders around financial inclusion and supporting the Fair4All Finance team to cultivate a performance-driven and compliant procurement culture.

You will be joining a [collaborative and purpose driven team](#) overseen by a committed board. Our team is drawn from a range of backgrounds spanning leaders and changemakers across financial services and social purpose sectors. The reach and influence of our team makes this an exciting place to work and enables us to engage important stakeholders at the highest levels.

We have put together this job pack to give you some insight about us and what it is like to work here, as well as some understanding about the role we have on offer and the skills and experience we are looking for.

About Fair4All Finance

Fair4All Finance is a not for profit organisation founded in 2019 to improve the financial wellbeing of people in vulnerable circumstances by increasing access to fair, affordable and appropriate financial products and services.

Our funding comes from [The Dormant Assets Scheme](#). The scheme makes it possible for money in dormant bank and building society accounts to be used to help good causes.

There are at least 17.5m people in the UK in vulnerable financial circumstances, who are poorly served or unfairly excluded from mainstream financial services. That's nearly a third of all adults in the UK.

Our vision is of a society where the long term financial wellbeing of all people is supported by a fair and accessible financial sector.

Our three strategic priorities are:

- **Expand the provision on affordable credit** so that the availability of affordable credit increases x10 and provision can be delivered sustainably at the scale required to meet customer needs
- **Partner with mainstream banks and financial services to increase provision of services** so that

mainstream financial services serve customers in vulnerable circumstances, either directly or through funding other providers

- **Develop new products and services to address market gaps** so that the right products exist to meet the different needs of people in vulnerable circumstances and systems are in place to support ongoing product development for these customers

You can find more information on us and our work at www.fair4allfinance.org.uk.

Procurement and Contracts Senior Manager

Location

London – Hybrid

The role-holder will be expected to join at least weekly sessions in our London office, and at client meetings nation-wide; with flexibility on working from home at other times

Accountable to

Director of Finance and Operations

Terms

Salary £60,000 - £65,000

Permanent – Full time but would consider 4 days (0.8 FTE); open to and supportive of flexible working

All applicants must have an existing Right to Work in the UK

Role purpose

This is a brilliant opportunity to join a growing and dynamic team working to make the financial services sector fairer for everyone. Millions of people are unable to access the mainstream products and services that meet their financial needs and have to choose between going without essentials or turning to high cost credit or illegal money lenders. Without safety nets like credit, insurance or savings, everyday life events or financial shocks can tip people into increasingly vulnerable circumstances.

Key focus areas of the Finance and Operations team include making it easy to get things done and delivering value with integrity.

The role holder will provide oversight and support to designing and embedding a procurement and contracting framework that enables Fair4All Finance to deliver against its strategic priorities.

Key to this role: the support/training offered to our teams in navigating the appropriate procurement and commercial solution across a diverse array of requirements, which include proposition design and pilot delivery, research and evaluation, subject matter expertise (eg due diligence, legal), and IT systems, and the ownership of tracking and reporting on performance measures and compliance into the Leadership Team.

You will have a thorough understanding of the procurement and contract management lifecycle and a sound knowledge of public sector regulations alongside the ability to support governance structure set up in procurement

Relationship management is a significant part of the role, both internally/cross-teams, as well as externally with lawyers, procurement/GDPR specialists and suppliers.

Your responsibilities

Area	Specific responsibilities
Delivery of strategic priorities	<p>Support the Director of Finance and Operations with:</p> <ul style="list-style-type: none"> • Making it easy to get things done. This should include: <ul style="list-style-type: none"> - Lead initiatives related to process simplification for procurement and contracting, ensuring cross functional alignment, effective communication and readiness to engage with the market - Oversee the planning and project management of the different routes to market, particularly around our more innovative and agile requirements - Formulate comprehensive and accessible procurement strategies, plans and essential documentation for the team - Assist team members in the delivery of end to end market engagement exercises, supported by our external business support and lawyers - Support drafting and review of various types of contractual documentation including framework service agreements, grant agreements, non-disclosure agreements and heads of terms

- Prepare contract and risk summaries to support team awareness on contractual obligations, risks and objectives
- Manage a centralised database of procurements and contracts and perform compliance checks
- Support the design and application of Fair4All Finance’s subsidy control framework, particularly with running competitions and record keeping (as part of aligning, streamlining and integrating the different routes to market)
- Support in annual planning and quarterly reporting to the Leadership team and Board
- **Delivering value with integrity.** This should include:
 - Work closely with the team to set up contracting arrangements that balance risk and reward and put in place appropriate safeguards
 - Support the team on effective contract management, ensuring that appropriate milestones are built into contracts and clear remedies in place to ensure that suppliers deliver value as intended
 - Build up the commercial capability of the team to establish a framework that promotes value for money and resilience
 - Support improvements in business processes and systems that bring cost efficiencies and demonstrate value for money and fairness
 - Work closely with the Director of Finance and Operations to perform data protection/privacy responsibilities and safeguard personal and commercially sensitive data
 - Integrate diversity, equity and inclusion initiatives/metrics into our processes

Establish improvements in our reporting information/dashboards to enable effective accountability mechanisms to key stakeholders on operational delivery; championing transparency

Brand and stakeholder management

- Work with the Leadership Team, Board, funders, partners and suppliers to deliver key operational priorities
- Support key relationships with the Oversight Trust and the other operating companies under the Dormant Assets Scheme
- Ensure our externally facing contracts are clear, in plain English and in accord with our values
- Be the key liaison for lawyers and procurement/GDPR specialists

(outsourced)

People	<ul style="list-style-type: none"> • The role holder will be expected to role model our values and behavioural charter, demonstrating a commitment to inclusive leadership • Foster diversity, equity and inclusion in the workplace and in our operational delivery • Coach and develop team members to deliver our goals and thrive, building our organisational capability on contract management and commercial negotiations
Finance and Operations	<ul style="list-style-type: none"> • Support the reporting on performance against our organisational KPIs • Provide operational input (when required) into the delivery of broader Finance and Operations priorities eg budget management, cyber security

Person specification

Essential experience and capabilities

To be successful you will need:

- A command of the legal / technical aspects of the procurement and contract management lifecycle, with the ability to apply knowledge in a pragmatic and creative way to support routes to market
- Demonstrable experience of negotiating complex/novel commercial agreements with evidence of identifying risks and building appropriate mitigations into contract terms and ongoing contract management
- A strong understanding of Public Contract Regulations / various procurement instruments
- Strong skills in developing or enhancing ways of working, with the ability to challenge the process and support learning / improvement
- An effective, inclusive and authentic coach and collaborator
- Evidence of strong oral and written communication skills and self-assurance in Leadership level collaboration

Desirable experience and capabilities

It would be great if you also:

- Experience in data protection and Subsidy Control
- Experience working alongside investment / commercial professionals on social impact/financial

inclusion

- Experience working in a fast paced startup or high growth environment

Personal characteristics

- Passion for our mission to increase the financial resilience of people in vulnerable circumstances
- Able to deal with complexity and uncertainty and work under your own initiative
- Comfortable with calculated and thoughtful exploration of new ideas and methodologies
- Seeking continued learning and development and enjoy developing others
- Be great at building relationships at all levels

Terms of employment

All applicants must have an existing Right to Work in the UK.

Fair4All Finance is committed to being a diverse organisation that is truly representative of the people and communities we serve. We are an equal opportunities employer with an inclusive environment where different experiences, expertise and perspectives are valued, where everyone is encouraged to grow and develop and all team members can contribute to their fullest potential.

Applications are welcome from people of any age, sex, gender identity, disability, marriage or civil partnership, pregnancy and maternity, religion or belief, race, sexual orientation, transgender status or social economic background. We are determined to ensure that all team members and applicants receive fair and equitable treatment or are not disadvantaged by any inappropriate conditions or requirements being placed on them.

When we are recruiting, we actively seek to reach a diverse pool of candidates. We are happy to consider any reasonable adjustments that potential team member may need to be successful. We recognise the importance of a good balance between work and home life, so we do everything we reasonably can to accommodate flexible working.

Applications

- Please apply through **Applied** by Monday 7 October 2024 at 12 noon.
- Interviews will be held throughout October 2024
- If you would like to have an informal chat about the role before applying, please email jobs@fair4allfinance.org.uk

After the job advert closes, your answers will go through a sift process, randomising and anonymising answers to take out individual information that could add biases into hiring decisions. This enables

application reviewers to review each answer objectively. People scoring the applications will not have seen your CV at this stage of the process so please try your best to answer questions with specific examples and without simply rephrasing your CV, which they will review later in the recruitment process.

Our values

Fair

We're impartial, open and rigorous in making sure our work has the right impact. We share a strong sense of fairness and we're determined to make the system work better for everyone.

Inclusive

We value diversity and difference. We also recognise the financial system has a disproportionate impact on those excluded, so we'll work doubly hard to ensure their voices and insights are reflected in our team and inform our work.

Bold

The problems we're tackling require bold solutions and we won't shy away from being radical. We're prepared to take considered risks in order to make a difference.

Compassionate

We believe in treating everyone with dignity and respect, and we work with empathy to consider the needs of everyone we interact with. We take care in communicating the hard choices we'll inevitably have to make.

Collaborative

We know we can't change the system on our own and we don't have all the answers. So we work in partnership with inspiring organisations as together we're stronger.

Our Benefits

We know that thoughtful and progressive treatment of people in their work creates mutually positive benefits. To deliver on our ground-breaking work we need to have a team that can deliver outstanding work and our benefits strategy supports this goal.

We created a benefits package that enables a culture where people thrive and to

- enable people to manage their time to maintain a healthy balance with a focus on outcomes rather than hours
- provide support for people to sustain their financial, physical, and mental health

- enable people at different life stages to support those they care for and give back to their communities

Financial security

We believe that our financial benefits offering should enhance people’s financial wellbeing and resilience. We want to encourage a savings habit, provide income resilience to cover life shocks or life events such as family or caring responsibilities and retirement.

Benefit	Details
Pension	A competitive contributory pension, with employer contribution matching 2:1
Insurance policies	Life assurance, critical illness, and income protection to give you reassurance for any unforeseen ill health problems and to look after your family’s financial future
Loan	Payroll savings and interest free cost spreading loans to smooth any lump payments and give financial reassurance (implementation in progress)
Family leave	Enhanced and equalised maternity, shared parental and adoption leave and enhanced paternity leave

Health and wellbeing

We want to ensure that our team can easily access everyday healthcare for mental and physical health and at a low personal cost. We encourage and support our people to proactively manage their health. Our health cash plan also covers your dependents and an option to add other members.

Benefit	Details
Health cash plan	<ul style="list-style-type: none"> • Reimbursement for everyday health costs such as eye care, dental, access to X-rays and physiotherapy, in addition to a range of alternative treatments such as acupuncture, and specialist consultations
Health & Wellbeing Resource Hub (including an Employee	<ul style="list-style-type: none"> • Access to discounted gym membership, health assessments and NHS approved app to support mental and physical health

Assistance Programme)	<ul style="list-style-type: none"> • 24-hour confidential helpline for financial, health or legal advice • 24-hour access to a GP with a prescription service • Rewards scheme offering discounts on brands
------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Holidays

Taking appropriate time off to recuperate and balance is a key part of our health and wellbeing strategy. Everyone is entitled to the same amount of enhanced company holiday regardless of their role or length of service.

Benefit	Details
Holiday allowance	27 days holiday plus bank holidays (pro rata)
Additional holiday	Buy up to 10 days additional holiday (pro rata)
Selling holiday	Sell up to 5 days holiday (pro rata)

Agile working

We recognise the importance of having a great balance between home and work responsibilities, so we do everything we can to support flexible working. Flexible working arrangements are something that we discuss collaboratively before any arrangements are agreed by your manager.

Benefit	Detail
Flexible Arrangements	<p>Flexible working options available include, but not limited to:</p> <ul style="list-style-type: none"> • Flexible, hybrid remote and office working • Compressed or part time hours such as 9-day fortnight • Informal flexible arrangement around core hours of 10.00am – 4.00pm.
Moments that matter	<ul style="list-style-type: none"> • Time off to care for dependants • Time off for IVF and family planning

Reflection, learning and development

We are invested in your learning and development, and we expect you to be too. Our approach reflects what we know to be most effective, and we've adopted a 70:20:10 approach. 10% of our learning will be formal learning, 20% through coaching and independent learning and 70% through application in our roles.

We also set aside 2 days a month as a team, to create space for reset and reflection, where we intentionally plan 'sit back' time for thought, planning and to take time away from screens where possible.