# Job Profile – Purchasing Officer

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| **Job Title:**  Purchasing Officer | **Grade**: SO1 |
| **Section:**  Business Systems Team – Strategic Performance | **Directorate:**  Adults Social Care and Public Health |
| **Responsible to following manager:**  Finance Systems Analyst | **Responsible for following staff:**  N/A |
| **Post Number/s:**  RWA0239  RWA0240  RWA0241 | **Last review date:**  September 2022 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

Working to the Finance System Analyst, the role will input data to the social care information system Mosaic, providing timely and accurate recording of client level social care services, ensuring service users are invoiced and providers are paid promptly and accurately and that the budget commitment reflects the services purchased.

The role will work closely with the Strategic Market Management and Service Acquisition Team, to ensure that information is accurate. Other key stakeholders are finance colleagues and social care providers, working closely with these to resolve queries related to purchase orders, costs and other relevant matters.

This role will take responsibility for issue resolution, both internally and externally, relating to the recording and costing of services, escalating appropriately where required.

It will also provide project support to the Business Systems Manager and the Finance Systems Analyst when there are larger scale projects to improve or rectify data quality

The role will also support the Commissioning and Quality Standards Division by managing the inputting of data during contract mobilisation.

# Specific Duties and Responsibilities

1. To record client level services on Mosaic ensuring accurate information and timeliness of input and to send the purchase order to the provider.
2. Work in partnership with the Strategic Market Management and Service Acquistion Team to fully understand services that are provided, ensure they are accurately recorded and to resolves queries
3. Manage queries from providers to resolution, establishing good working relationships with both contracted and spot providers, and with the Service Acquisition team.
4. Work with a broad range of internal stakeholders (payments and client billing, social work and commissioning) to identify where processes have broken down, and feeding this into business process design.
5. Add social care providers to the social care information system ensuring accurate hierarchies are established
6. Escalate issues appropriately using agreed pathways.
7. Work as part of project teams to manage the process of updating services as part of contract mobilisations.
8. Cleanse data relating to services on an ad-hoc basis.
9. Provide information to managers in the team on issues and progress.
10. To contribute as required to change programmes within the service, providing project support when required
11. To work as required in ways that develop good working relations and collaborative arrangements with internal and external stakeholders.
12. To represent the Team at internal and external meetings.

# Generic Duties and Responsibilities

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children,

young people and adults as they apply to the role within the council.

* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

# Additional Information Team structure

Director of Adult Social Care

Head of Strategic

Performance

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|  | | | Business Systems Manager | | |  | | |
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| Business Analyst  (Adults) |  | Finance System Analyst | |  | Digital Development  Officer | |  | Business Analyst  (Childrens) |
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Mosaic Training and Support

Officer

X 2

Purchasing Officer x2

Mosaic Training and Support Officer

# Person Specification

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| **Job Title:** Purchasing Officer | **Grade**: SO1 |
| **Section: Business Systems Team –**  **Strategic Performance** | **Directorate: Adult Social Care and Public**  **Health** |
| **Responsible to: Finance System Analyst** | **Responsible for: N/A** |
| **Post Number/s:** | **Last Review Date:** |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by A**  **& I/ T/ C (see below for explanation)** |
| **Knowledge** | |
| Knowledge of social care information systems or similar complex, large scale systems. | A/I |
| **Experience** | |
| Of accurately inputting data to complex, large scale systems | A/I |
| Of working with external and internal stakeholders. | A |

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| Of resolving complex problems across a wide range of stakeholders. | A/I |
| Of working to agreed processes and timescales | A/I |
| **Skills** | |
| Intermediate Ms Excel skills. | T/A |
| Problem solving identifying the source of an issue and resolving it ,both at single issue level and trends. | A/I |
| Develop well organised micro-systems for tracking issues | T/A/I |
| Ability to identify trends and patterns in system data, presenting them in clear and understandable formats. | T/A/I |
| Ability to communicate clearly and effectively, both orally and in writing to a high standard, to a wide range of stakeholders. | T/A/I |
| Manage complex workload with conflicting priorities | A/I |
| Proactive self-starter with the ability to work as part of a team and independently using own initiative. | A/I |
| **Qualifications** | |
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# A – Application form / CV I – Interview

**T – Test**

**C - Certificate**