

<b>Job Title:</b>	<b>Supply Chain Manager (Mental Health and Wellbeing)</b>
<b>Salary Range:</b>	<b>£42,723 - £47,723 (all other areas) £44,859 - £49,859 (South East)</b>
<b>Reports to:</b>	<b>Programme Lead</b>
<b>Location:</b>	<b>Kent</b>

### **Who are we?**

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

### **What we need?**

We are looking for a individual who can build and manage lasting strategic, operational and commercial relationships with our network of community partners.

Providing vision and direction you will lead the development of local community partners within the directorate, building capacity and ensuring success.. Flexibility in your approach will be required as we need an active network of providers reflecting the changing customer needs throughout the life of programmes. As additional contracts are won you lead on the procurement and embedding of new partners into our provider networks. Maintaining a quality first approach to our Mental Health and Wellbeing provision, you will be comfortable in managing partners against our our agreed contractual obligations to commissioners and participants. Whilst managing contactual performance, building strong collaborative working arrangements with an extensive partnership network to embed Shaw Trust in the communities we serve, will be an ever present objective.

This role is perfect for someone with a background in supply chain management with the ability to capacity build a diverse range of delivery partners. An ability to champion and embrace change is essential. An understanding of how the development of community-based services impacts the lives of people with mental health challenges is essential.

### **Are you right for the job?**

- Do you have experience of managing a diverse network of providers and/or supply chain?
- Do you have experience of managing a wide range of contracts?
- Are you a relationship builder, experienced in increasing capacity with other organisations and individuals and able to motivate them to continuously improve?
- Are you proactive in achieving KPIs and targets across a diverse range of providers and contracts?
- Do you have the experience to resolve complex issues and stay focused under pressure?
- Are you confident in the analysis and interpretation of data in respect of outputs and outcomes to inform decisions on adapting or changing the provision procured

## Person Specification

### Job Title: Supply Chain Manager (Mental Health and Wellbeing)

(E = Essential D = Desirable)

<p><b>Core Competencies</b></p> <ul style="list-style-type: none"> <li>• Embraces change and drives continuous improvement (E)</li> <li>• People centred in a commercial framework, takes accountability for results (E)</li> <li>• Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E)</li> <li>• Collaborates and unites with others behind the organisations mission (E)</li> <li>• Provides a best in class service to all clients internal and external (E)</li> </ul>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• Degree educated or equivalent (D)</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Significant experience of a management/leadership role within a managed service delivery organisation (E)</li> <li>• Experience of supply chain management and the development of sustainable partner relationships (E)</li> <li>• Performance and relationship management experience obtained within a services environment (E)</li> <li>• Knowledgeable in mental health and wellbeing with an understanding of how the development of community-based services and the integration of health and social care impacts the lives of people with mental health challenges (E)</li> <li>• Ability to develop delivery network and build positive relationships (E)</li> <li>• Ability to inspire delivery partners to improve performance by the active sharing of good practice across the supply chain locally and within the region (E)</li> <li>• Experience of influencing and managing in a complex change environment (E)</li> <li>• Proven experience of making presentations to stakeholders with success in delivering messages effectively (E)</li> <li>• Successful track record in building strategic relationships with key stakeholders</li> </ul>

**(E)**

- IT literate with ability to manipulate and translate complex data **(E)**
- Commercial awareness – developing opportunities for collaborative working and cost effective projects **(E)**
- Track record of successfully delivering frontline services for multiple sites, against challenging contractual targets **(D)**
- Experience of the application of coaching for performance techniques **(D)**

### **Skills and Attributes**

- Proven analytical skills **(E)**
- Skilled in negotiating and influencing discussions in complex or difficult areas to achieve desired outcome **(E)**
- Strong leadership skills **(E)**
- Strong commercial business acumen **(E)**
- Ability to motivate and support. **(E)**
- Ability to manage complex supply chain and performance management. **(E)**
- Dynamic, open, participative and supportive management style. **(E)**
- Understanding of the wider health and social care sector **(E)**
- Understanding of the local 'Compact' and its impact **(D)**

### **Personal qualities, communicating and relating to others**

- Excellent interpersonal, communication and presentation skills. **(E)**
- Willingness to travel and work flexibly as part of the role **(E)**
- Ability to work on own initiative, as well as in consultation and negotiation with senior managers and other stakeholders as required. **(E)**
- Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed target dates. **(E)**
- Analytical problem solving skills. **(E)**
- Outstanding personal impact, drive, enthusiasm and presence. **(E)**
- Copes well in a rapidly changing environment. **(E)**
- Commitment, determination and resiliency. **(E)**
- Flexible and adaptable. **(E)**
- Innovative. **(E)**

### **Safeguarding**

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- This post requires a Criminal Records Bureau disclosure at Basic Level. **(E)**

### **Main Duties and Responsibilities**

1. Embrace and enact the Shaw Trust vision and direction for the growth and success of the each contract and delivery network by creating a sense of purpose which aligns with the service principles and objectives

2. Provide skilful and proactive relationship management ensuring positive and productive relationships are established and maintained.
3. Capacity build a diverse range of organisations and stakeholders in order to achieve service delivery which meets commissioner and client needs.
4. Regularly performance manage and hold to account, providers and partners, for their contractual performance, KPI's and targets, agreeing remedial actions in a timely manner where required.
5. Capture and analyse delivery partners' performance through robust MI, in order to recognise potential performance risk, assess performance of clients using the service and identify opportunities for innovation in service design.
6. Working with the Programme Lead to ensure that operational budgets for each contract are managed effectively, ensuring that financial targets are met monitoring budget variances and ensuring corrective action is taken.
7. Act as the focal point for internal and network delivery staff queries relating to the Shaw Trust approach to delivering mental health and wellbeing services.
8. Manage day to day operational practices across the contracts and supply chain to encourage information sharing and good practice across the network.
9. Ensure an effective, yet proportionate approach is taken with regard to contract management, implementing the principles of market stewardship.
10. Use agreed tools and techniques with the delivery partners to ensure each delivers as per their contractual obligations, thereby meeting quality assurance standards and compliance.
11. Work with delivery partners to ensure facilitation of best practice, continuous improvement in contract delivery and integration of the client journey in order to meet the required contractual outputs.
12. Ensure service user involvement and co-production is established and embedded across the delivery network.
13. Ensure delivery partners operate safely and within relevant legislative guidelines appropriate to mental health and wellbeing.
14. Work with delivery partners to create alliances with other agencies who provide tangible outcomes for wellbeing service clients.
15. Develop a local partnership portfolio with charities and voluntary organisations supporting our client group. Building on the existing community asset mapping and ensuring its continual improvement via input from delivery network, navigators and clients or carers.
16. Promote and sell the Shaw Trust in the community service to relevant parties, leading to further business opportunities.

## **Other Responsibilities**

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment.

**This Job Description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.**