

Job Description



Job Title: DDaT Commercial Officer	Service Area: Delivery and Oversight	
Directorate: Digital, Data, and Technology (DDaT)	Post Number: Fusion	Evaluation Number: JE7552
Grade: PO3	Date last updated: 20/02/2025	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

1. To provide ICT staff with advice and guidance on policy, internal standards and methodology for the procurement or commissioning of externally supplied products and services.
2. To provide ICT staff with advice, guidance and assistance with the management and control of formal contracts for the supply of products and services.
3. Manage the creation and maintenance of a catalogue of services ensuring that the service catalogue is complete and current.

4. Actively contribute to the work of a multidisciplinary team, so that all its members benefit from your core skills; promote the generous sharing of expertise and create opportunities for continuous learning and development.
5. Actively contribute to Council-wide and directorate initiatives that will achieve and implement the Council's priorities and corporate objectives and meet the user needs of Newham residents and businesses.

Specific Responsibilities

1. Support the DDaT Commercial Manager in developing and advising on policy and procedures covering the selection of suppliers, tendering and procurement, ensuring compliance with any relevant legislation and Council Contract Standing Orders and to ensure they are disseminated and followed consistently across the ICT service.
2. To work with ICT staff across all teams to define and agree tender evaluation criteria, and support / manage procurement activity (including preparation of business cases, tender documents and supplier evaluation).
3. To ensure that potential suppliers are approved in accordance with the Council's procedures.
4. To lead often complex and non-routine procurements, working with cross-functional teams as required, considering both technical and commercial considerations.
5. To collect, review and report on supplier service and contract performance data.
6. Carry out the day-to-day management of the first line support function for orders and request fulfilment, including work allocation to meet agreed service standards.
7. Take overall responsibility on Access to work requests providing guidance to staff.
8. Regularly monitor the purchasing team, status, and speed of resolution of calls and analyse metrics and reports on SLAs.
9. Overall responsibility of licence management and renewals.
10. In conjunction with Modern Workplace Team maintain contract relationship with key contracts for hardware, peripherals, and licenses.
11. To resolve contract related problems and recognise when to escalate them to more experienced colleagues where required.
12. To advise on strategies to address under-performance and compliance failures, including application of contract terms.
13. To assist budget holders in their effective financial management and the achievement of best value for money. This will include the post holder using their experience of developing and monitoring contracts to recognise opportunities for savings and/ or obtaining increased value from review of contracts.
14. To manage communication with suppliers, to ensure successful delivery of products and services and attend routine operational supplier review meetings.

15. To allocate responsibilities and assign packages of work to team members, ensuring that work packages are aligned with the particular skills and abilities of the individuals.
16. To monitor expenditure and make early identification of variance against planned budget, provide timely reports and advice on options in the use of available budgets, ensuring that all financial targets can be met.
17. Contribute to drafting, agreeing, and maintaining policy, standards, and procedures for the Finance and Contract service functions.
18. Identify risks, coordinate risk assessment, manage agreed actions (which may involve acceptance of risk, risk reduction or mitigations to avoid/ eliminate risks), and monitor the status of risks on an ongoing basis.
19. Lead, motivate and inspire team members and facilitate dialogue with them regarding expectations, progress, performance and development needs.

General

1. DDaT is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work.
2. Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.
3. Deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures.
4. Comply with Health and Safety Regulations associated with your employment.
5. Be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.
6. To treat all information acquired through your employment, both formally and informally, in strict confidence.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

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PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE: - Understands the relationships between their own specialism and organisational requirements. - Demonstrates an awareness of risk and taking an analytical approach to work. - Investigating, and resolving complex issues - Has gained a thorough knowledge of the domain of the organisation.	Application and Interview
Service catalogue management (level 5) - Manages the creation and maintenance of a catalogue of services. - Ensures that the service catalogue is complete and current. Works with service owners to ensure consistency and accuracy of the service catalogue entries.	Application and Interview

This job description has been adapted from the original OneSource job description and transferred to the Newham template as part of the 'lift and land' process for the borough in February 2025. "OneSource" has been replaced with "DDaT Service" and any reference to Havering has been removed from the JD.

- Completes regular reviews of the catalogue with stakeholders to ensure relevance to business needs and requirements.

Sourcing (level 4)

- Reviews business cases (requirements, potential benefits and options) and determines appropriate procurement routes.
- Using market knowledge to inform specifications, ensures detailed pre-qualification questionnaires and tender invitations are prepared.
- Collects and collates data to support collaboration and negotiates terms and conditions to reflect the scale of requirements and encourage good performance.
- Evaluates tenders based on specification and evaluation criteria, prepares acceptance documentation and advises on contracts and service level agreements.

Supplier management (level 4)

- Collects supplier performance data and investigates problems.
- Monitors and reports on supplier performance, customer satisfaction, adherence to security requirements and market intelligence. Validates that suppliers' performance is in accordance with contract terms.
- Engages proactively and collaboratively with suppliers to resolve incidents, problems, or unsatisfactory performance.
- Implements supplier management-related service improvement initiatives and programmes.

Contract management (level 4)

- Sources and collects contract performance data (such as pricing and supply chain costs), and monitors performance against key performance indicators.
- Monitors progress against business objectives specified in the business case. Proactively manages risk and reward mechanisms in the contract.
- Identifies and reports under-performance and develops opportunities for improvement. Monitors compliance with terms and conditions and takes appropriate steps to address non-compliance.
- Identifies where change is required, and plans for variations. Ensures, in consultation with stakeholders, that change management protocols are implemented.

Financial management (level 4)

- Monitors and maintains financial records to agreed requirements for compliance and audit.
- Assists with identifying and calculating process, service, project and component costs for financial planning and budgeting.
- Collates required financial data and reports for analysis and to facilitate decision-making.

Stakeholder relationship management (level 4) Regarding the IT Procurement function: • Deals with problems and issues, managing resolutions, corrective actions, lessons learned, and the collection and dissemination of relevant information. • Implements stakeholder engagement/communications plan. Collects and uses feedback from customers and stakeholders to help measure the effectiveness of stakeholder management. • Helps develop and enhance customer and stakeholder relationships.	
• PERSONAL STYLE AND BEHAVIOUR: Facilitates collaboration between stakeholders who share common objectives. • Shares knowledge and experience in their own specialism to help others. • Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences when engaging with colleagues, users, suppliers and partners. • Ability to demonstrate, understanding and apply our HEART values. These are embedded in all roles and that applicants must evidence their values as part of the application process: ▪ Honesty ▪ Equality ▪ Ambition ▪ Respect ▪ Together	Application and Interview
OTHER SPECIAL REQUIREMENTS: None	