

Role Profile

Part A - Grade & Structure Information

Job Family Code	8BF	Role Title	Orbis Procurement Communications Lead
Grade	PS8	Reports to (role title)	Head of Policy and Improvement - Procurement
		Directorate/School	Resources
JE Band	269-313	Service/Department	Orbis Procurement
		Date Role Profile was created	Jul-22

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The role is based in Orbis Procurement Team and will be expected to produce, manage and deliver internal communications (to services within our sovereign authorities) and external communications (to groups, bodies and organisations outside of the sovereign authorities) for a variety of subjects.</p> <p>The aim of the role is to raise awareness and understanding of new service offerings and ways of working to encourage participation and adoption.</p> <p>Key outputs will include:</p> <ul style="list-style-type: none"> - Produce and implement a Communications Strategy for Procurement including a Message Calendar and Activity Plan. - Develop clear and appropriate messages delivered via a variety of mediums to ensure maximum impact and effectiveness. - To produce ad hoc marketing and communications plans for specific projects when required. - To advise and support the Procurement Leadership Team on communications matters. - To lead on the implementation of the Activity Plan through continued development of digital channels including internal electronic platforms, e-newsletters and social media. - Continue to develop and strengthen the brand of Orbis Procurement
Work Context	<p>This role works in the Orbis Procurement Service whose partner councils spend over £1.6bn a year on goods, works and services. The department provides high quality professional procurement, commercial, contracting and purchasing services to colleagues and customers both within and beyond the partner authorities.</p> <p>This role is responsible for providing communications support to the whole of Orbis Procurement and may involve work in each of the three sovereign authorities.</p> <p>Post holders will need to bring a high degree of communications awareness and demonstrable planning and technical skills to the role.</p> <p>The Orbis Procurement Service has offices in the main locations of our partner authorities, and some flexibility and travel will be expected. Staff will be supported to operate in a flexible way to meet the needs of customers and work demands.</p>
Line management responsibility if applicable	No line management responsibility but will be expected to manage own workload on a daily basis.
Budget responsibility if applicable	No direct budgetary responsibility.

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate. • Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Maintains knowledge of the organisation's current systems, policies and procedures. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Monitor service objectives and standards within own area of work to ensure effective service delivery. • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Assist budget/resource management in accordance with the organisation's policies and procedures. • Maintains, develops and reviews financial support systems, processes and procedures. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. • Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery. <p>People Management</p> <p>Either:</p> <ul style="list-style-type: none"> • Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery. • Oversee the work of others as the most experienced team member. <p>And/Or:</p> <ul style="list-style-type: none"> • Operate as an individual maintaining and improving operational efficiency and quality of service of own area. • May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Educated to 'A' level standard, or able to evidence ability at an equivalent level. • Professional business qualification to NVQ Level 4, or able to evidence knowledge and understanding of appropriate business disciplines; willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Excellent IT skills. • Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations. • High level administrative/organisational and analytical skills. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate). • Experience of leading a team (where appropriate).
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Education, Training and Work Qualifications</p> <ul style="list-style-type: none"> • Degree Standard of education in an appropriate discipline or equivalent experience <p>Knowledge</p> <ul style="list-style-type: none"> • Proven experience in marketing communications, management and communications strategy development. • Exceptional writing ability across a range of styles, and demonstrable ability to tailor style to the requirement for any given exercise. • Knowledge of interpretation techniques. • Knowledge of all types of media (including social media) and the impact of each media on different audiences. • Extemporaneous PowerPoint and MS Office skills • Experience of graphics design, video production & editing and other relevant computer applications • SharePoint and/or basic web page construction experience would be an advantage • Experience developing e-learning material also an advantage but not required

Role Summary	<p>Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, communications, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p>
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