

### **The University**

At Durham University, we are proud of our people, because they are at the heart of our globally outstanding institution, which is a key part of our local community. We inspire our people to do extraordinary things and we invite you to join our fantastic team.

Across the University, we have a huge variety of roles and responsibilities, which together make us one large and successful community. Whether you are at the very start, middle or end of your career, there is a role for you. We believe everyone has their own unique skills to offer.

At the University we promote and actively champion equality, diversity and inclusion. It is crucial that everyone can be themselves and can flourish in an environment where everyone respects each other and is treated fairly. We want our people and wider community to feel happy, secure and proud to be a part of Durham. We are looking for the same values in you.

We welcome and encourage applications from members of groups who are under-represented in our work force including people with disabilities, women and black, Asian and minority ethnic communities. For more information on our EDI strategy and values, [click here](#)

### **The Role and Department**

Following successful completion of the second part of the necessary on the job training and development plan (one year) the Procurement Senior Assistant will progress to this Grade 4 role. A new development plan will be created to build upon the skills/knowledge that have been gained and to address further training and support that will be required as the applicant takes on additional duties and responsibilities.

The Procurement Service forms part of the University's Professional Services function and delivers a centralised procurement and purchasing activity to the entire organisation. The department is currently split between the Purchasing Team, who are responsible for the day-to-day tactical procurement, and the Category Team, who are responsible for strategic sourcing and supplier relationship management. The department is responsible for the procurement of all goods and services for the University and driving value for money, using strategic sourcing strategies within a category management framework.

The Category Practitioner will be required to cope with multiple deadlines in a calm and efficient manner, providing excellent customer service and encouraging stakeholder engagement.

### **Working at Durham**

A competitive salary is only one part of the many fantastic benefits you will receive if you join the University: you will also receive access to the following fantastic benefits:

- 27 Days annual leave per year (in additional to 8 public holidays and 4 customary days per year), a total of 39 days. [including time off between Christmas and New Year.
- No matter how you travel to work, we have you covered. We have parking across campus, a cycle to work scheme which helps you to buy a bike and discount with local bus and train companies.
- Discounts via our benefits portal including; money off at supermarkets, high street retailers, IT products such as Apple, the cinema and days out at various attractions.
- On site nursery is available and access to holiday camps for children aged 5-16 throughout the year.
- Lots of support for health and wellbeing including discounted membership for our state-of-the-art sport and gym facilities and access to a 24-7 Employee Assistance Programme.
- The opportunity to take part in staff volunteering activities.

- Family friendly policies, including maternity and adoption leave, which are among the most generous in the higher education sector (and likely above and beyond many employers)
- If you are keen on advancing in your role or career, we have a genuine passion for developing our colleagues from qualifications to IT skills, courses and apprenticeships.
- Generous pension schemes.

**Person Specification**

To be considered for this role, here are the skills/experience we're looking for:

**Qualifications/Experience**

1. Five GCSE's at least Grade C or level four (or equivalent) including English Language and Mathematics or equivalent experience.
2. Experience of working in a busy office environment delivering front line administrative services or having relevant qualifications for the role.
3. Experience of managing time to meet deadlines and working under pressure without compromising on quality.

**Qualifications/Experience**

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6. Experience of managing time to meet deadlines and working under pressure without compromising on quality.

**Skills/Abilities/Knowledge**

7. Good spoken and written communication skills.
8. Good digital skills including experience in using digital devices and apps including the internet, email, digital communication tools and Microsoft 365 applications.
9. Committed to continuing professional development.
10. Ability to solve problems and resolve straightforward issues yourself and as part of a team.
11. Ability to provide advice and guidance to a range of colleagues and customers.

**Desirable Criteria**

12. Relevant administrative experience in a busy office environment.
13. Experience of working on the front line with service delivery, and the ability to work under pressure and meet tight deadlines without compromising on quality.
14. Ability to solve problems as part of a team and resolve straightforward issues.
15. Experience of working in a team.
16. Post-16 qualification or equivalent experience.
17. Evidence of personal development to maintain skills.

**Typical Role Requirements**

Here are the kind of activities that you'll be asked to undertake and ways in which you'll be expected to operate.

**Service Delivery**

- Show a commitment to equality, diversity and inclusion and the University's values.
- Provide an excellent and timely service to our students, your colleagues and anyone else you come across as part of your role.

- Use your experience and problem-solving skills to resolve routine issues with things relevant to your role such as purchasing card queries and provide information and updates to help your team find solutions.
- Provide training, guidance and support to staff and students regarding Purchase card matters.
- Undertake routine and strategic sourcing exercises under the guidance of the Senior Category Manager.
- Operate an enquiry service and process requests finding solutions or escalating queries where necessary.
- Contribute to the planning of team activities, work and deadlines to ensure the smooth running and timeliness of service.
- Liaise with representatives from other service areas, professional organisations and agencies where necessary.
- Collect, organise and record data and information accurately and provide reports as required.
- Promote positive wellbeing arrangements which benefit you and your team.
- When carrying out your role, use and apply relevant professional and regulatory standards (e.g. data protection) when managing data.
- Use standard office-based devices and applications such as Word, Excel, SharePoint, Teams and email to deliver services.
- Update guidance on standard operating procedures followed by the team.
- Liaise with internal and external suppliers and specialists with the organisation, planning and delivery of services, activities and events.
- Any other reasonable duties.

**Teamwork**

- Resolve queries and respond to requests for information and advice and bring any complex issues to the attention of more experienced team members.
- Help your team organise and provide administrative services that support key activities (e.g. onboarding suppliers, arranging meetings/events) undertaken within your service and contribute to team planning activities.
- Help your team ensure that products and services are adapted in response to feedback and to meet changing demands.
- Flexible in approach to accommodate the needs of team members and/or service users.

**Communication/Liaison**

- Seek feedback from staff, suppliers and anyone else that you come across as part of your role on their requirements from your service to ensure that their reasonable expectations are being met.
- Record information and respond to queries which you receive.
- Liaise with staff in other areas to ensure that services are being delivered in an efficient and collaborative way.
- Liaise with external suppliers, contractors, specialists and service providers to plan the delivery of services and events.
- Provide support for meetings, working groups and committees, such preparing and sending documents for meetings, drafting reports and taking minutes.
- Any other reasonable duties.