

IS Commercial Support Officer

District/Department	Information Services	Rank/Grade	Band C
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Role purpose:	<p>Work as part of a team delivering value for money outcomes through: effective business and supplier liaison Purchasing of Information Technology products and services; following commercial assurance processes administering asset management procedures</p>
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Summary of Main Duties:

Validate purchase requisitions to determine compliance with Standing Orders; rejecting/escalating non-compliance to the Commercial and Asset Manager.

Determine the appropriate ledger (HP/SYP/Collaboration) and raise purchase orders.

Respond to urgent requests from front line and senior officers.

Collect data relating to purchases/invoicing and maintaining records.

Resolve billing discrepancies, including responding to queries raised by Finance; undertaking proactive utilisation/analysis of costs to identify cost reduction opportunities.

Assist the Commercial and Asset manager in supplier relationship management through:
 analysis of billing,
 liaison with technical teams to obtain service performance data and billing validation;
 administration of regular supplier performance and contract management meetings

Assist Finance / IS in producing budgetary estimates.

Provide support and guidance to the business, projects and IS teams on Standing Orders.

Liaise with suppliers and internal/external Information Services suppliers as appropriate to ensure timely delivery of goods/services and invoices.

Support Procurement in the identification and delivery of commercial opportunities, e.g. tendering supporting asset management activities.

Support projects/project managers in project specific purchasing objectives and procurement processes.

NB. The role requires knowledge of key differences in processes and structures between HP and SYP and travel to sites within both forces.

Competencies/behaviours

Please access the College of Policing website and refer to the **Competency and Values** for a definition of the values and essential behaviours for each required competency level.

Competency	CVF Level
https://profdev.college.police.uk/competency-values/	Level 1 – Practitioner Level 2 – Supervisor/Middle Manager Level 3 – Senior Manager/Executive
We are emotionally aware	1
We take ownership	1
We are collaborative	1
We deliver, support and inspire	1
We analyse critically	1
We are innovative and open-minded	1
Core values for ALL employees:	
Integrity	Public Service
Impartiality	Transparency

Experience, Education and Skills:

Essential Criteria (used for short-listing):

- Able to deal with confidential / sensitive matters and maintain confidence.
- Experience of engaging with suppliers / managing billing & invoicing.
- Experience of billing/invoicing analysis and cost reduction.
- Understanding of budgeting and governance processes
- Computer literate including use of Microsoft Office, Outlook or similar and the internet.
- Able to deal with internal customers effectively, providing responsive and appropriate levels of service.

Desirable:

- Understanding of contract structures and public procurement processes.
- Experience of asset (stock) control
- ITIL Foundation Qualification.
- CIPS Qualification