

# Category Specialist – Corporate Services

HM Revenue and Customs

**Closing date: Thursday 14<sup>th</sup> February 2019**

**Reference number**

1592805 / 11741

**Salary**

£50,010 (National) or £56,270 (London) plus £4,000 pa Labour Market Supplement

**Grade**

Grade 7

**Contract type**

Permanent

**Business area**

HMRC - CFO - Commercial - Category Leadership

**Type of role**

Commercial

Corporate Services

Procurement and Contracts Management

Strategy

**Working pattern**

Flexible working, Full-time, Job share, Part-time

**Hours**

36/37

**Number of posts**

1

## Location

Canary Wharf, London, E14 5AB: Salford, North West, M60 9LA:  
Telford, West Midlands, TF3 4NT

# About the job

## Job description

HMRC's Commercial Directorate is looking to recruit a talented and experienced Category Specialist to be a key member of the Corporate Services Category Leadership Team.

This is an exciting time for HMRC as we undertake a programme of radical transformation. Commercial Directorate is also undergoing transformation and well on the way to implementing a new operating model. Building commercial capability and recruiting additional staff are at the heart of this transformation.

Commercial Directorate is responsible for all commercial arrangements relating to HMRC's £1.5 billion annual external spend. We provide a comprehensive commercial service from sourcing every day commodities to complex procurements for innovative solutions to enable HMRC to deliver its business effectively.

The Corporate Services Category, which is responsible and accountable for all commercial activities other than those relating to Information Technology (IT) and Property & Facilities Management (P&FM), manages third party spend of c£300m pa.

The category includes major strategic expenditure such as financial and banking services, HR and training services and corporate communications but also covers a highly diverse portfolio of goods and services required to support HMRC's activities. These include both generic areas of spend such as travel, print and fleet management and more niche requirements such as the haulage, storage and disposal of seized goods and fuel marker detection equipment.

Reporting to a Senior Category Specialist, you will support implementation of the overall category plan and define future requirements for allocated sub-categories, develop effective relationships with key internal stakeholders and ensure innovative,

competitive and compliant commercial solutions are implemented and managed through the life of the contract.

#### Accountabilities:

- Build and maintain stakeholder relationships across relevant business area(s) providing commercial advice in the relevant sub-category area
- Accountable for supplier/market analysis and engagement for sub-category working jointly with sourcing team in advance of sourcing strategy development
- Undertake market management activities to ensure market intelligence is maximised and emerging and/or alternative technologies, practices and suppliers are considered in commercial activities
- Provide sub-category insight in all procurement and contract management activities
- Ensure effective working, input and integration across the respective commercial teams to deliver successful commercial outcomes

#### Responsibilities:

- Working with Senior Category Specialist to provide sub-category inputs to overarching category strategy
- Ensure end solution and commercial model meets business needs and objectives by constructively challenging requirements
- Identify pipeline of commercial activities over 3-5 years within sub-category area
- Provide input to development of efficiency plan in conjunction with stakeholders for sub-category area

Embed category appropriate and best practice techniques within sub-category area including:

- Implementing open book or similar financial and pricing mechanisms  
Payment and incentive mechanisms
- Performance management frameworks
- Undertaking value for money testing through benchmarking or other processes

- Identify switching and bidding costs
- Evaluate options to deliver services in house or outsource
- Develop re-competition strategy and plans
- Provide sub-category support during each phase of the procurement lifecycle and transition between respective commercial teams
- Facilitate central government reporting requirements across the supply chain e.g. SME spend, zero hours contracting, etc
- Identify opportunities to leverage across Government, working with external partners (e.g.: Crown Commercial Service) to deliver programme wide initiatives

#### Interactions:

- Commercial Sourcing Team - to provide sub-category and market insight and supplier/market analysis and engagement in support of the procurement of relevant goods and services
- Commercial Contract Management Team - to provide sub-category and market insight on elements to review in contract management activities
- Business Area Stakeholders - to act as business partner to provide commercial advice in areas of responsibility
- External Supply Market - for market engagement and market management activities
- Crown Commercial Service sub-category leads

#### Specialist Knowledge and Experience

Specialist knowledge and experience of the following sub-categories:

#### Category Specialist - Corporate Support Services (1 role)

- Post and Mailroom Services
- Courier Services
- PPE and Uniforms
- Office Supplies and Equipment; and
- A wide range of ancillary products and services

Whilst no specific qualifications are essential, with significant relevant commercial experience being the key requirement, commercial ones (e.g. MCIPS) are desirable.

All of the competencies at Level 4 (Grade 7 & 6 or equivalent) will be relevant to the role from the Civil Service Competency Framework. In addition, all Civil Servants are expected to carry out their role with dedication in line with the standards of behaviour set out in the Civil Service Code and the key characteristics highlighted within the Civil Service Leadership Statement.

The Government Commercial Function People Standards for a Commercial Lead are relevant for this role. As a minimum this should include the full range of attributes for Section A (Judgment & Leadership) and those relevant to the specific role from within the areas in Section B (Expertise), as well as an understanding of the remaining Commercial Life Cycle areas. However, the key requirements for this role, and which will be used in the selection process, are:

## **Competencies**

We'll assess you against these competencies during the selection process:

### **Section A: Judgement and Leadership**

#### **1. Business Acumen & Commercial Judgement**

- Articulates commercial motivations and expected behaviours of stakeholders, suppliers and networks.
- Leads on securing value for money through achieving a good return on investment on commercial projects.
- Involves the right stakeholders and partners in making recommendations or decisions early on and continues to engage them.

#### **2. Leadership Skills & Capability**

- Manages stakeholders and communicates with impact.

- Is trusted for commercial advice and is able to put technical considerations in plain language for stakeholders.
- Promotes knowledge and resource sharing within their team.

## Section B: Expertise

### 3. Strategy and Policy Development

- Contributes to the development and implementation of business unit strategies through to supply chain management.
- Develops supplier management strategies in order to maximise commercial leverage.
- Implements commercial policy objectives and challenges risk averse behaviours where appropriate.

### 4. Understanding Needs and Sourcing Options

- Works with key stakeholders to develop a clear and agreed view of business requirements - supports business units in articulating their commercial requirements.
- Provides sufficient detail to allow the market to respond to requirements whilst leaving room for innovation, and is able to challenge specifications to improve outcomes.
- Understands demand by forecasting and planning requirements with internal stakeholders and suppliers.
- Develops category strategies, product road maps and sourcing plans.
- Able to develop options for a business case, including articulating associated benefits and producing supporting arguments for the preferred option.
- Provides advice and guidance on sectors and suppliers as required, and can manage stakeholder expectations.

## Benefits

### Pensions

[Civil Service pension schemes](#) may be available for successful candidates.

## **Allowances**

If you are applying for a role in an office within a regional centre location or a transitional or specialist site, then the following may apply: Daily Travel Assistance will be available for this role, provided the successful applicant is a current HMRC employee and meets the eligibility requirements outlined in the department's Daily Travel Assistance guidance.

## **Things you need to know**

### **Security**

Successful candidates must pass [basic security checks](#).

### **Nationality statement**

Candidates will be subject to [UK immigration](#) requirements as well as [Civil Service nationality rules](#).

If you're applying for a role requiring security clearance please be aware that foreign or dual nationality is not an automatic bar. However certain posts may have restrictions which could affect those who do not have sole British nationality or who have personal connections with certain countries outside the UK.

### **Selection process details**

Where there is an initial sift, we will provide scores to people who do not meet the minimum standard on the Understanding Needs and Sourcing Options (B4) requirements only.

If your application progresses to a full sift, all requirements will then be considered and scores provided.

Feedback will only be provided if you attend an interview or assessment.

## **Nationality requirements**

Open to UK, [Commonwealth](#) and [European Economic Area \(EEA\)](#) and certain non EEA nationals. Further information on whether you are able to apply is available [here](#).

## **Eligibility**

Candidates in their probationary period are eligible to apply for vacancies within this department.

## **Working for the Civil Service**

The Civil Service embraces diversity and promotes equality of opportunity. There is a guaranteed interview scheme (GIS) for candidates with disabilities who meet the minimum selection criteria.

## **Apply and further information**

### **Contact point for applicants**

For a confidential discussion please contact Catriona Mackie or Emma McEneaney at our recruitment partners, Aspen People, on 0141 212 7555.

### **Sift/interview dates and location**

A sift will be carried out within 21 days of the closing date. An interview, if required, will be carried out within 21 days of the sift results. Interviews will be held in Manchester and/or London.

### **Further information**

In November 2015, HMRC announced the next step in our ten-year modernisation programme to create a tax authority fit for the future, committing to high-quality jobs and the creation of new regional Centres serving every region and nation in the UK. We set out our plans to consolidate into 13 large, modern offices, equipped with the digital infrastructure and training facilities needed to build a more highly-skilled workforce.

These offices will be located in Glasgow, Edinburgh, Belfast, Newcastle, Leeds, Liverpool, Manchester, Nottingham, Birmingham, Bristol, Cardiff, Croydon and Stratford.

There will also be a small number of offices where we will retain some specialist roles in Dover, Worthing, Gartcosh (near Glasgow) Telford and Ipswich, as well as our headquarters in central London. If you are recruited into an office that is not one of these locations, you will be expected, subject to HMRC's applicable policies, to move to one of these locations in the future. In some cases this will be via a transitional site.

If you are not a current civil servant, you will not be eligible for financial assistance for your move to the regional centre or a transitional or specialist site.

If you are a current HMRC employee and you joined HMRC through an advert that was advertised on or after 11/01/2017, you will not be eligible for financial assistance for your move to the regional centre or a transitional or specialist site. This is in line with the terms of your original appointment to HMRC.

For more information please contact the vacancy holder.

If you are successful and transferring from another Government Department, we will carry out a check of your identity, nationality, and immigration status (including the right to work in the UK) and a criminal record check before confirming your appointment.

Customer facing roles in HMRC require the ability to converse at ease with members of the public and provide advice in accurate spoken English and/or Welsh where required. Where this is an essential requirement this will be tested as part of the selection process.

Some of HMRC Terms and Conditions of employment changed on 1st May 2013, these will apply to people who are new recruits to HMRC or who take a new job in HMRC on promotion. The document attached to this advertisement provides more information on the changes we made, please note this is not a full list of HMRC's terms and conditions. If you need to discuss how these changes might affect

you, please contact the vacancy holder. For further information on terms and conditions please visit <https://www.gov.uk/government/organisations/hm-revenue-customs/about/recruitment#annual-leave>

If you are currently working for an OGD and would like to consider the impact on your pay when joining HMRC, please see the attached document "Pay on Transfer from OGD" for further information.

A reserve list may be held for a period up to 12 months from which further appointments may be made.

### Reasonable adjustment

If a person with disabilities is put at a substantial disadvantage compared to a non-disabled person, we have a duty to make reasonable changes to our processes.

If you need a change to be made so that you can make your application, you should:

Contact Government Recruitment Service via [hmrcrecruitment.grs@cabinetoffice.gov.uk](mailto:hmrcrecruitment.grs@cabinetoffice.gov.uk) as soon as possible before the closing date to discuss your needs

Complete the "Assistance required" section in the "Additional requirements" page of your application form to tell us what changes or help you might need further on in the recruitment process. For instance, you may need wheelchair access at interview, or if you're deaf, a Language Service Professional

The successful candidate will be offered a salary in line with the standard Civil Service rules on level transfer or promotion, along with a non-pensionable Labour Market Supplement (LMS) of £4,000 per annum.

The role will require some travel and overnight stays to support commercial delivery and provide the required service to internal and external stakeholders.

This role includes annual performance management process with a

commitment to 50 hours continuous professional development.

Applicants who do, or wish to, work an alternative pattern are welcome to apply. The preferred working pattern may or may not be available. You should discuss this with the vacancy holder before you submit your application. Candidates who do not agree their working pattern with the vacancy holder prior to applying may be rejected.

