

Job Description

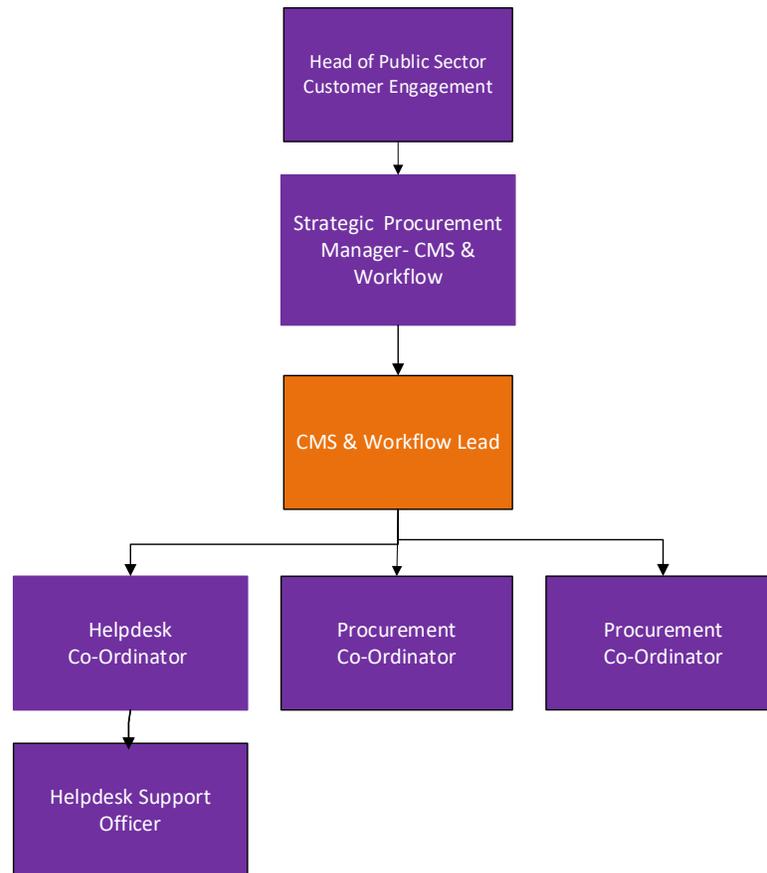


Job Title:	CMS & WORKFLOW LEAD
Reports to:	Strategic Procurement Manager
Grade:	12
Date:	February 2026

1. Job Purpose

- To shape and lead operational delivery of YPO's Commercial Management System (CMS) and procurement workflow / resource planning function.
- To ensure the team's strategy and approach is aligned to the overall procurement and commercial strategies.
- Ensure the delivery of high-quality Commercial Management System (CMS), effective supplier performance delivery efficiency, overall growth and profitability.
- Lead by example and encourage the YPO values and ways of working which support the business strategy.
- Collaborate with the Customer Engagement Team, and Sales and Marketing to continuously promote and engage to meet the needs of customers and the market.
- To support and develop YPO's market capability to achieve efficiencies and ensure sustainable supply capacity to meet changing customer demands.
- The post holder has direct line management responsibility for members of staff within the team.
- To lead and support the delivery of specific procurement projects, as required.
- Work closely with category and other relevant teams to deliver effective, data-led resource / workflow planning across the procurement department.

2. Organisational Structure



3. Dimensions

- Responsibility for developing the operational strategy and accompanying action plans, and accountable for the overall delivery of a portfolio of agreements / projects specific to the team.
- Lead, manage, coach and mentor the team to ensure successful outcomes are achieved which includes effective customer and supplier engagement.
- Working closely with YPO marketing colleagues to develop plans for the marketing of the relevant agreements / products to customers.
- Responsibility for the specific margin / on-cost targets, Service Level Agreements (SLAs), and income / rebate / turnover expectations set for the team.
- Collaborating closely with colleagues across YPO, including the Executive Director of Procurement and Senior Leadership Team (SLT) to ensure a cohesive procurement solutions are implemented and that a cohesive procurement strategy is in place.
- No direct budget control but it does have contributory accountability.

4. Principle Accountabilities

- In close collaboration with the Strategic Procurement Manager and SLT Lead, develop and implement strategies, plans and policies linked to business requirements and overall specific company strategy
- Manage and appraise team members through the setting and monitoring of performance targets and standards, to ensure they effectively carry out the key individual and team objectives, encouraging personal development and providing support.
- The establishment and maintenance of a high performing team that champions best practice procurement, excellent data quality, and effective system processes and workflow management across YPO; providing the organisation with an excellent procurement capability that is both efficient and provides sufficient capacity for long-term growth.
- Define and implement a commercial strategy to deliver year on year value improvements.
- When contracting managing service provision, ensure that sufficient 'tension' is created in the sourcing and contract negotiation process to achieve best value pricing, performance and terms.
- Establish long-term partnerships with key suppliers relevant to the team and conduct timely reviews to measure performance and contractual compliance of suppliers.
- In close collaboration with the Strategic Procurement Manager develop strategies and policies linked to business requirements and overall company strategy.
- Maintain effective relationships with key partners, service providers, stakeholders and customers to ensure that YPO continues to be involved in and shape the emerging public agenda on procurement projects.
- To efficiently manage the team, demonstrating effective leadership, sound participation, teamwork, communication and employee development and motivation and to act responsibly and actively contribute to all operational requirements including customer and supplier issues.
- Ensure the delivery of high-quality supplier performance for service delivery, procurement cost (savings target), efficiency, sales, overall growth and profitability.
- Work with the Strategic Procurement Manager to ensure that effective systems are in place to manage, develop, monitor, evaluate and review performance, ensuring that processes and systems integrate effectively with other functions as needed. Ensure that the team delivers agreed targets and service standards, on time and within budget.
- In conjunction with the Strategic Procurement Manager, monitor, assess and respond to business trends and the competitive environment to ensure YPO's continued success.
- Provide relevant professional and technical advice to the Strategic Procurement Manager and SLT.
- Ensure the CMS configuration is compliant with relevant UK and EU legislative requirements, and internal Financial / Contract Standing Orders

- Through personal example, open commitment and clear action, promote equality of opportunity in both employment and service delivery.
- Keep up to date with information, training and development opportunities appropriate to maintaining and developing professional service standards.
- Ensure that services are delivered in line with relevant legislation, YPO objectives and policies, including those relating to Equality and Diversity, Customer Care and Health and Safety.
- Ensure that YPO Values are embedded within the c team and behaviour is in line with these at all time.
- Lead and undertake such other duties as may be required from time to time that reasonably fall within the scope and grade of the post.

5. Planning and Organising

- Responsible for the contracting and performance management of contracts / suppliers relevant to the delivery of the CMS and Workflow function.
- Extensive cross-functional collaboration, particularly with the Public Sector Customer Engagement Team, Contracts & Compliance, Procurement Services, Business Intelligence & Data, Business Change, Marketing and Finance to ensure effective delivery of category strategies and plans
- Continuous detailed analysis and monitoring to track performance against defined objectives.
- The role will also have responsibility for contributing to in-year business plans and future procurement strategies, ensuring cohesive and sustainable procurement activity is delivered to meet the needs of YPO customers and assist with strategic planning for Procurement Services and the wider YPO business.

6. Decision Making

- Extensive decision-making regarding service development to meet medium and long-term goals to ensure YPO's business and customer needs are met.
- Effectively manage resource conflicts, policy enforcement, and other critical issues arising from initiatives and, where needed, mediate highly complex and sometimes conflicting issues involving multiple groups.
- There will be a mix of decision-types, from judgement based to precedent / procedure based, and there will be considerable autonomy by the post holder to make such decisions.
- Any decisions impacting upon the strategic plan would be escalated to the Strategic Procurement Manager.

7. Internal and External Relationships

- Customers representing the wider public sector at all levels of seniority including, but not limited to Local Authorities, emergency services, government departments, educational establishments, other purchasing consortia and Third Sector.
- Senior Officers within YPO.
- Extensive external relationships with suppliers and trade bodies.
- Internal relationships with teams such as Contracts & Compliance, Public Sector Customer Engagement, Customer Services, Finance, Marketing, Procurement Services, Business Intelligence & Data and the Business Change team.
- Partnership initiatives with organisations serving the public sector and representatives of private sector organisations.

8. Knowledge, Skills and Experience

Area	Essential	Desirable	Assessment
Knowledge			
Full member or studying towards being a member of the Chartered Institute of Procurement and Supply (CIPS) or appropriate professional institute.	x		AF
In depth understanding of public sector purchasing legislation and the current social, economic, legislative and political environment in which they operate.		x	AF & I
Knowledge of e-tendering systems, procuring complex needs and understanding the challenges faced by the sector.		x	I
Skills			
Customer-focused team player with strong judgement and decision-making abilities with excellent communication and interpersonal skills.	x		I
Ability to build, work and maintain effective relationships with senior managers, category teams, key partners, service providers / suppliers, stakeholders and YPO customers.	x		I
Ability to develop and implement effective systems of performance management and measurement.	x		AF & I
Proficiency in administration and Microsoft Office.	x		AF

Strong contract drafting, negotiation and associated risk management skills.	x		AF & I
Effective analytical skills.		x	AF & I
Well-developed leadership skills, which foster a positive and motivated organisational culture and proven ability to work as part of an effective team and foster good inter-personnel relationships.	x		I
Experience			
Evidence of high-level performance and achievement in a large complex organization	x		AF & I
Demonstrate a track record of managing and delivering full end-to-end collaborative frameworks (or managing the delivery of a large / complex project) that delivered successful outcomes.		x	AF & I
Experience of using an e-procurement system.		x	AF & I

9. Special Features

Some national travel and overnight stays away from home are key features of this role and there may be on occasions, be a requirement to work outside of normal office hours.

Jobholder Signature:

Manager Signature:

Date: