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# **Senior Commercial Manager**

**Grade: AFC Band 7**

**Closing Date: 25th June**

**How to Apply: Slide 10**

**Candidate Information Pack**

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NHS Blood and Transplant (NHSBT) is a Special Health Authority dedicated to saving and improving lives. We are an essential part of the NHS providing a wide range of services making the most of absolutely every donation – from blood and organs to tissues and stem cells. Few organisations have the ability to reach so many, delivering the best possible service to patients, donors and the NHS. The range of our work providing diagnostic and therapeutic services, organ donation & transplantation, and blood supply, demands that our operations are world class, providing a safe, reliable and efficient supply across the UK by working seamlessly with an unparalleled range of stakeholders including government, volunteers, the health sector and academia.

We were formed in 2005 by bringing together the National Blood Service and UK Transplant. We are now one of the largest and most effective organisations of its type in the world.

We employ over 6,400 people across the UK, with a total revenue of over £485 million, delivering blood, and blood-based therapies across England; Diagnostic and Therapeutic services globally; and organ donation and supply services for the whole of the UK. As an organisation, equality of opportunity and appreciation of diversity in its many forms is central not only to our relationships with employees but also to our donors and the patients we serve. We are an organisation that is growing. In 2021 ministers lifted the ban on UK plasma for fractionation and NHSBT is now working to supply plasma to the UK, reducing its dependence on the US for critical plasma-derived medicines.

We stand for helping ordinary people do something extraordinary, saving and improving the lives of others with their valuable donations.

We are immensely proud that our activities support the incredible altruism and generosity of donors, bringing together communities across the country. As the requirements of patients across the UK continue to evolve, so must our response to donor recruitment. This includes a strategic push to increase the number of ethnic minority donors to more closely match the requirements of the patients we serve.

To find out more, please click [here](#) to go to our website to view videos which explore the journey of donors.

### Where we operate

**28** blood and plasma donor centres  
and **50** mobile teams

**12** regional organ  
donation teams

**2** world-class tissue banks and  
**4** regional donation teams

**8** regional Therapeutic Apheresis  
Service (TAS) units

**6** specialist laboratories for cellular  
and molecular therapies

**14** main centres with manufacturing, pathology,  
donation and other specialist facilities

### What we deliver

Over **1.4m** units of red cells, **250,000** units  
of platelets and **200,000** plasma components  
for transfusion to **260** hospitals

**4,000** life-saving organs  
to **29** UK Transplant Centres

Over **6,000** human tissue products  
and **2,000** corneas for transplant

**10,000** procedures to around  
**2,000** patients and donors

Over **1,800** life-saving  
stem cell transplants



# Welcome Message

Thank you for your interest in the NHS Blood and Transplant (NHSBT) Commercial Function.

As a national provider working in a system of local trusts, NHSBT plays a critical role by ensuring hospitals have the blood products, plasma, tissues, organs and stem cells to deliver treatments and operations to patients. We take a proactive role in driving improvement and innovation, from emerging new technologies and evolving clinical practice, while reacting to changing demographics and trends. Every day, 24/7 we bring our values of caring, expert and quality to the services we provide up and down the country. At our heart, we are an organisation that enables daily acts of altruism – helping people do something extraordinary for others.

Commercial has a crucial role to play within NHSBT. We deliver critical outcomes across a broad range of categories. You will have the opportunity to transform our Commercial Function for the benefit of donors, patients and hospitals. You will be able to enhance life saving activity through close collaboration with our internal stakeholders, international peers, and suppliers to deliver category strategies, market shaping, strategic sourcing, and strategic supplier relationship management. You will have the opportunity to use your outstanding leadership skills to coach, develop and lead the NHSBT team and our suppliers by shaping and delivering transformational change. You can gain job satisfaction from rewarding and varied work using your leadership skills to deliver innovative Commercial solutions resulting in an enhanced future for NHSBT, donors, patients, and hospitals.

I joined the organisation in July 2022, and have found it both stimulating and inspirational: stimulating due to its complexity with over 6000 team members delivering synergistic biomedical retail, manufacturing and service activities; and inspirational due to its contribution to the NHS and society. I have learned about the amazing scientific capabilities NHSBT has, which prior to joining I might have considered science fiction rather than science fact. I am passionate about contributing to saving and improving lives, and ensuring everyone can bring their whole self to work. If you are a compassionate, collaborative and inclusive, in NHSBT you can have the opportunity to deliver meaningful Commercial change and contribute to saving lives.

Kester Eastman  
Commercial Director

# The Role

The Senior Commercial Manager is responsible for managing a variety of business critical supplier relationships, commercial contracts and framework agreements for the provision of goods and services to NHSBT.

Working in partnership with suppliers, and internal Directorate customers, and international peers, you will ensure that all interested parties needs are met.

You will also, ensure compliance with Public Procurement Regulations including the legally mandated OJEU Directives and the NHSBT Standing Orders and Standing Financial Instructions at all times.

And you will be responsible for risk managed delivery of contracts that are robust, legally binding and importantly cost efficient and effective as well as ensuring that we can demonstrate to the public through the scrutiny of audit both internal and external, that we obtain great supplier performance and best value for money on our contracted non-pay expenditure and achieves savings targets.

This post requires activity on a National basis, travel is necessary.



## Blood and Transplant



# Key responsibilities

- Negotiating with suppliers in order to achieve best value for money, ensuring that suppliers understand NHSBT contracting and requirements and that appropriate contracts and SLA's are in place to support the supply of blood to NHSBT hospital customers.
- Developing a robust communication process with both suppliers and customers for all Commercial matters, consulting, negotiating and influencing routinely and regularly.
- Meeting with customers and suppliers regularly and leading the commercial input.
- Discussing detailed commercial and contractual issues with NHSBT customers and ensuring customer support for commercial involvement and recommendations.
- Developing appropriate evaluation methods to ensure a “best value for money” outcome.
- Monitoring and managing the performance of suppliers within an agreed contract portfolio and dealing with risk and issues as they occur.
- Seeking opportunities across functions to rationalise and standardise product ranges, achieving economies of scale.
- Monitoring and managing staff workload using time management skills.
- Providing accurate and timely commercial reports, including ad-hoc monthly, quarterly and annual reports on progress activity, and savings.
- Receiving and interpreting commercial data from a variety of sources and providing management information to enable informed decision making.
- Delivering presentations and training sessions.
- Ensuring that the Commercial Team is recognised as a centre of excellence, and act as the first point of contact for all contracting matters for a given product/service portfolio.



# The Person

Above all else, you will be expected to display the NHSBT values:

**Caring** – We care about our donors, their families, the patients we serve, and our people.

**Expert** – We are expert at meeting the needs of those who use and operate our service.

**Quality**– We provide quality products, services and experiences for donors, patients and colleagues.



## You will also be able to demonstrate the following:

- Experience of supplier and contract management.
- Able to analyse and interpret complex data.
- Able to manage and motivate a team in a change environment including responsibility for junior staff work outcomes.
- Experienced in influencing Stakeholders' decision-making processes, and building good customer relationships.
- The ability to deliver training sessions either individually, or in conjunction with the training department,
- The ability to set annual objectives, undertake appraisals and performance reviews, as well as training and development plans.
- Educated to degree level and /or a Commercial related qualification (e.g. NVQ Level 4) or at the final stages of study towards either such qualification or equivalent experience.
- Experience of championing diversity and inclusion and promoting actions to make improvements as well as experience of creating diverse and inclusive teams that are motivated and inspired to work together to achieve a common objective;

# Terms of Appointment



## Blood and Transplant

<b>Salary</b>	Band 7 - £43,742 - £50,056 plus High Cost Area Supplement where applicable
<b>Car/car allowance:</b>	Lease car scheme available - subject to eligibility criteria
<b>Pension:</b>	NHS Pension Scheme
<b>Holidays:</b>	27-33 days (depending on service) plus 8 statutory holidays
<b>Location:</b>	Flexible

NHSBT promotes and supports the use of a range of flexible working patterns to enable employees to balance home and work responsibilities, and as a Disability Confident employer, we positively welcome applications from people with a disability or impairment. We are committed to making reasonable adjustments to ensure that they can participate fully in the recruitment and selection process so please specify these in your application.

We offer a guaranteed interview scheme for all disabled applicants who provide evidence of meeting the minimum essential requirements necessary for the post, as set out in this applicant pack.

# How to Apply



Candidates should apply for this role through the NHS Jobs Website.

**Click on the 'apply' button on NHS Jobs and follow the instructions to submit a CV and Supporting Statement (max. 750 words).**

The closing date for applications is 23:59, 25th June. Twenty-Seven Consulting is acting as an advisor to NHSBT on this appointment. For further information about the role or the process, please contact [Hello@twentysevenconsulting.co.uk](mailto:Hello@twentysevenconsulting.co.uk).

GDPR personal data notice According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express Consent.

You will be asked to confirm consent in your application form, and please do not include any Sensitive Personal Data within your CV (although this can be included in your covering letter if you wish to do so), remembering also not to include contact details for referees without their prior agreement.

# Selection Process

Applications will be reviewed by a panel who will look at the Qualifications, Skills and Experience provided in the submitted CVs and supporting statements. Please note, your application must provide evidence of the skills & experience, as outlined in 'The Person' section of this pack, to be progressed to the next stage.

## **First Stage Interview/assessment**

Candidates successful at the review stage may be invited to attend a first stage interview/assessment.

## **Final Panel Interview**

Interviews will be held remotely via video-link.

# Diversity & Inclusion

We are passionate about creating an inclusive workplace that promotes and values diversity. We know through experience that different ideas, perspectives and backgrounds create a stronger and more creative work environment and help towards making NHSBT a great place to work for everyone. We welcome applications irrespective of people's age, disability, sex, gender identity and gender expression, race or ethnicity, religion or belief, sexual orientation, neuro-diversity or other personal circumstances. We are particularly keen to hear from those currently under-represented in the organisation. We are committed to policies and procedures that ensure that all applicants are treated fairly and consistently at every stage of the recruitment process, including the consideration of reasonable adjustments for people who have a disability. If you would like an informal conversation, please do get in touch with the recruiting manager as listed on the advert.



## Our Equality Standards

NHSBT promotes and supports the use of a range of flexible working patterns to enable employees to balance home and work responsibilities, and as a Disability Confident employer, we positively welcome applications from people with a disability or impairment. We are committed to making reasonable adjustments to ensure that they can participate fully in the recruitment and selection process so please specify these in your application.

We offer a guaranteed interview scheme for all disabled applicants who provide evidence of meeting the minimum essential requirements necessary for the post, as set out in this applicant pack.

To support our Public Sector Equality Duty, we participate in external monitoring standards which hold us accountable for improving workforce diversity and equality. These are the Workforce Race Equality Standard and the Stonewall Workplace Equality Index.

Our organisational accreditations include: [Disability Confident Employer](#) [Stonewall Diversity Champion](#) [Mindful Employer](#)

## Workforce Race Equality Standard

The NHS England 'Workforce Race Equality Standard' (WRES) requires all NHS organisations to measure, demonstrate and publish their annual race equality improvements for each of the WRES indicators.

## Staff Networks

We have staff-run networks helping to promote an inclusive culture at NHS Blood and Transplant. Our Women's Network, LGBT+ Network, Ethnic Minority Networks and Disability and Health scheme use the skills and resources of colleagues to add value to our organisation. [Further information can be found here.](#)



# Our Offer to you

NHSBT offers a range of great benefits, these are just some of the reasons why our people love working here.

## Pay and starting salary

We offer competitive rates of pay and our reward and recognition systems operate in an equitable, fair, transparent and objective way.

Our pay scales include incremental progression (where your salary increases progressively through the salary steps within your grade). New employees normally start at the bottom of the appropriate grade, although the recruiting manager can recommend a higher starting salary by taking into account relevant skills and experience.

## Pension

As soon as you start with us, you'll automatically become a member of the NHS Pension Scheme, if eligible. This is a defined benefit scheme and is not dependent on investment returns. Further details and an outline of the full benefits can be found [here](#). If you are not eligible to join the NHS Pension Scheme, we'll provide an alternative.

## Annual leave

We appreciate there's more to your life than working, and we actively encourage our employees to make the most of their holiday allowances. We have a generous annual leave entitlement of 27 days per year, rising to 29 days after 5 years service and 33 days after completing 10 years service. In addition you will be entitled to 8 bank holidays per year. Leave is pro-rata for part-time workers.

If you've been employed by the NHS before joining NHS Blood and Transplant, your previous service is counted towards your higher leave entitlement.

## Training and career development

Shine: Passport to Development is the umbrella term used for the learning and development strategy at NHS Blood and Transplant (NHSBT). It encompasses all the ways that NHSBT is supporting staff to 'shine' and excel in their job roles.

The Shine: Passport to Development is open to all employees at every level regardless of job title. We have experts located across the country to help you with your developmental needs either individually or for your team.

## Work/life balance

We are committed to creating a working environment where you can successfully balance your working and home lives. We understand that traditional work patterns don't suit everybody and that an individual's needs vary greatly over the course of a career.

We aim to be as flexible as possible, considering options that include variable hours and part-time working. We also provide assistance with childcare vouchers and carer support.

There's support and advice available to you regarding health and wellbeing, including flu vaccinations, physiotherapy sessions, occupational health support and reasonable adjustments where required. You can also use our Employee Assistance Programme, which provides 24 hour confidential and independent information and emotional support.

For further information on our benefits package please visit our careers website: <https://www.nhsbt.nhs.uk/careers/your-benefits/>

# Key Dates



## Blood and Transplant

<b>Closing Date</b>	25th June
<b>Longlist</b>	27th June
<b>First Stage Assessments</b>	4 - 10th July
<b>Shortlist</b>	11th July
<b>Panel interview</b>	18th - 21st July

Please note that these dates are only indicative at this stage and could be subject to change. Please let us know in your application letter if you are unable to meet these timeframes.