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Commercial Lead (Category Strategy)

Grade: AFC Band 8a

Closing Date: 6th September

How to Apply: Slide 11

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 African-Caribbean and Asian Heritage 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

What we deliver

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

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

12 regional organ donation teams

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

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

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

8 regional Therapeutic Apheresis Service (TAS) units

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

6 specialist laboratories for cellular and molecular therapies

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

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



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 leader, in NHSBT you can have the opportunity to deliver meaningful Commercial change and contribute to saving lives.

Kester Eastman
Commercial Director

Blood and Transplant

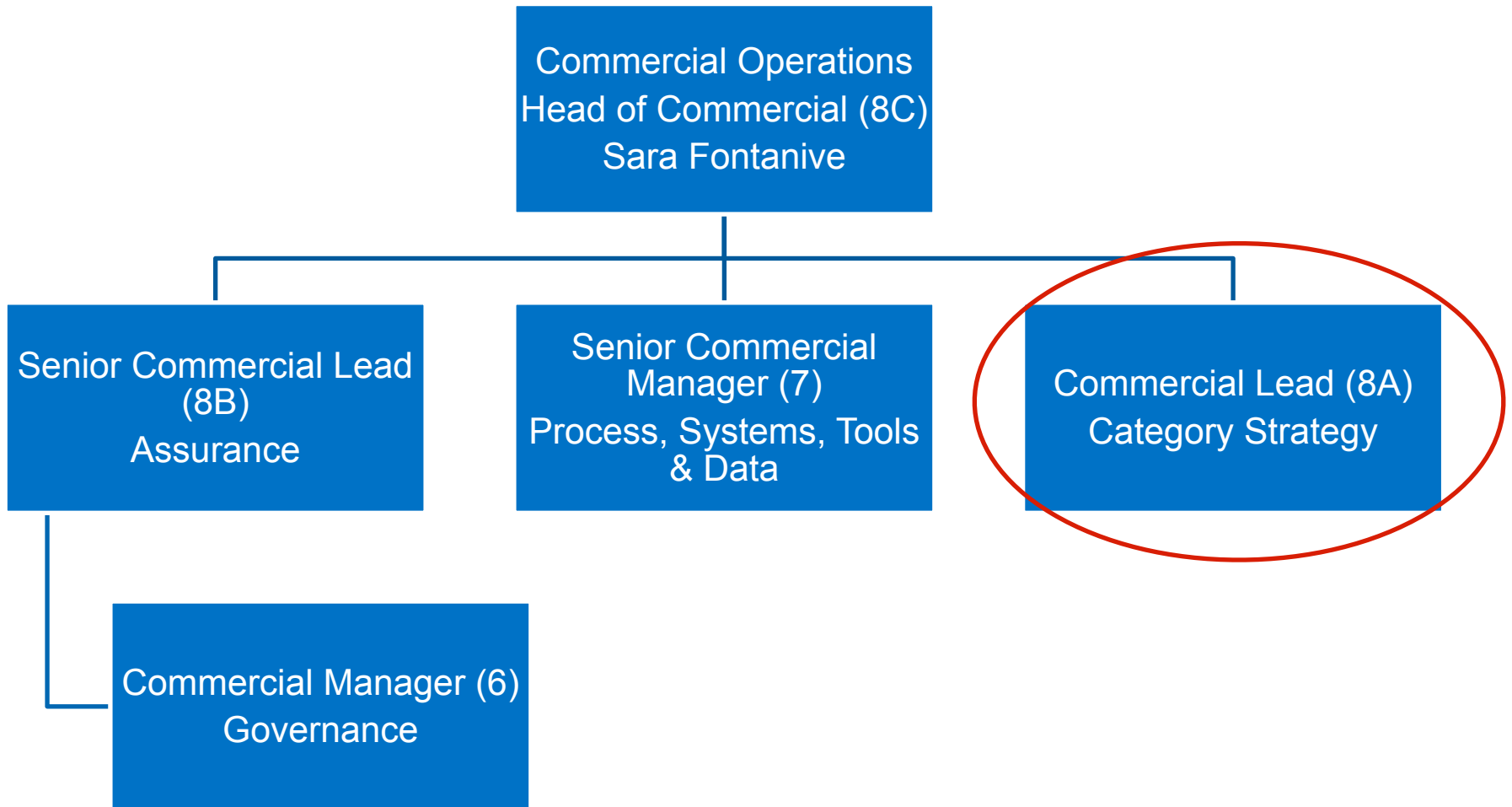
Reporting to the Head of Commercial Operations you will work with them in leading a major transformation of the Commercial Function at NHSBT.

This will include leading, developing and implementing best practice and continuous improvement with regards to Category Strategy.

You will lead, manage and be accountable for developing how Category Strategy is done at NHSBT, including training the Commercial Team and supporting them with guidance on best practice as they develop their category strategies.

You will lead, actively engage and collaborate with internal stakeholders, suppliers, other public sector bodies to embed Category Strategy and you will develop effective partnerships, with the aim of improving customer satisfaction and engagement to ensure the needs of differing customers are identified and met.





Key responsibilities

- Responsible for developing and embedding Category Strategy as a practice, including developing processes and templates
- Responsible for training the Commercial team on Category Strategy and provide advice on best practice
- Responsible for providing market intelligence to Sourcing & Procurement and Contract & Supplier management teams
- Leading on benchmark with other Government organisations (nationally and internationally) to identify best practices on Category Strategies and more
- Providing specialist advice, guidance and service on Commercial practices to NHSBT departments; leading in the identification, assessment and management of potential risks associated with differing sourcing strategies;
- Ensuring that the professional development needs of Commercial Colleagues are identified, met and maintained;
- Responding to internal audit reviews and accountable for implementing action plans ;
- Communicating and providing complex Commercial information to a wide range of internal and external stakeholders;
- Producing written reports and presentations to the Head of Commercial Operations, Commercial Director, Director of Finance, SMT's, Executive, Chief Executive and Board on key Commercials;
- Inputting to Commercial policy and service development, including devising new policies and working practices to ensure legal compliance and performance against KPIs;
- Improving and reinforcing Commercial's profile and recognition within the internal customer community via training and awareness and influencing customer senior management via their team meetings.



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:

- Post qualification experience of category management, sourcing, procurement, contract management, and supplier relationship management across a wide range of categories;
- Experience of working in a public and/or private sector management role at a senior level within a complex and diverse organisation;
- A track record of delivering commercial benefits, including cashable savings;
- Skilled in strategic sourcing, procurement strategy, relationship management and negotiating complex contracts;
- Proven leadership and people management experience;
- The ability to lead, motivate and inspire colleagues whilst working to demanding deadlines;
- Strong influencing and negotiation skills;
- Excellent organisation and time management skills coupled with strong verbal and written communication skills;
- CIPS level 6 or equivalent level of qualification or knowledge and experience; and
- MSC in Procurement/Business/Economics or able to demonstrate equivalent level of knowledge & experience.

Salary	Band 8a £50,952 to £57,349 plus High Cost Area Supplement where applicable
Car/car allowance:	Lease car scheme available - subject to eligibility criteria
Pension:	NHS Pension Scheme
Holidays:	27-33 days (depending on service) plus 8 statutory holidays
Location:	Flexible with the willingness to undertake travel and spend time away from base to meet the requirements of the post (with appropriate prior notice).

NHSBT promotes and supports the use of a range of flexible working patterns and hybrid working 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 6th September.

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.

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

To apply, please submit a copy of your CV together with a suitability statement which provides evidence of how you meet the requirements outlined in 'The Person' (slide 9) section of this pack. Applications will be reviewed by a panel and please note, only those that provide evidence of suitability will be progressed to the next stage.

If you have any queries please contact hello@twentysevenconsulting.co.uk

Assessment

Candidates successful at the review stage will be asked to attend an Assessment Development Centre. Details of which can be found here - https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1162115/Commercial_assessment_and_development_centre.pdf

If you have any questions about the assessment and what it involves, please contact hello@twentysevenconsulting.co.uk to arrange a discussion about this.

"Fireside Chat" - All shortlisted candidates will be offered an informal discussion with the hiring manager prior to the interview.

Final Panel Interview

Interviews will be held remotely via video-link.

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, African-Caribbean and Asian Heritage 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/>

Closing Date	6th September
Shortlist	8th September
Assessments	25th September (see slide 11)
Panel interview	w/c 9th October

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.