

| Post Details   |  | Last Updated: 30/03/26 |         |
|--|--|------------------------|---------|
| Faculty/Administrative/Service Department  | Procurement  |                        |         |
| Job Title  | Procurement Category Manager – Professional Services |                        |         |
| Job Family   | Professional Services                                | Job Level              | Level 5 |
| Responsible to   | Director of Procurement                              |                        |         |
| Responsible for (Staff)  | No direct staff                                      |                        |         |
| <p><b><u>Job Purpose Statement</u></b></p> <p>The Procurement Category Manager for Professional Services will play a key role in developing and delivering the University's procurement strategy across a broad range of professional services categories, including HR, Finance, Marketing, Recruitment, and Travel. The role focuses on securing value for money, managing commercial and delivery risk, and building effective supplier partnerships that support the University's strategic, operational, and people-focused objectives.</p> <p>A core element of the role is close collaboration with functional leads, business services teams, and senior stakeholders to understand operational, commercial, and strategic requirements. This enables the delivery of fit-for-purpose procurement solutions that support service quality, flexibility, innovation, and scalability across diverse service areas. The role requires a strong understanding of professional services procurement, including consultancy, outsourced services, agency models, and demand management.</p> <p>While the primary focus is Professional Services categories, the role may also support wider University procurement initiatives where cross-functional or specialist support is required. Flexibility of approach is essential, along with the ability to provide clear commercial leadership and work collaboratively with internal stakeholders, finance and cost management colleagues, and other senior leaders to define and deliver successful outcomes.</p>  |  |                        |         |
| <p><b><u>Key Responsibilities</u></b> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities</p>  |  |                        |         |
| <p>The post holder will:</p> <ol style="list-style-type: none"> <li> <p><b>Develop and deliver the Professional Services category strategy</b><br/>Own and implement procurement strategies across Professional Services categories, including HR, Finance, Marketing, Recruitment, Travel, and consultancy, aligning commercial outcomes with the University's strategic priorities, operational needs, and financial objectives.</p> </li> <li> <p><b>Establish and manage effective frameworks and commercial models</b><br/>Lead the review, development, and mobilisation of framework agreements and commercial models to support core professional services, ensuring they are commercially robust, flexible, and straightforward for stakeholders to use across diverse service areas.</p> </li> <li> <p><b>Provide commercial leadership and stakeholder influence</b><br/>Act as a trusted commercial advisor to functional leads and senior stakeholders, influencing decision-making, constructively challenging demand and specifications, and translating business requirements into practical and value-driven sourcing solutions.</p> </li> <li> <p><b>Lead complex sourcing, tendering, and negotiations</b><br/>Manage high-value and strategically important procurements across Professional Services, including consultancy, agency, and outsourced service arrangements, delivering outcomes that balance cost, quality, flexibility, and long-term value.</p> </li> <li> <p><b>Drive commercial value and performance improvement</b><br/>Deliver tangible financial benefits, improved service outcomes, and risk reduction through effective sourcing, active supplier management, and robust tracking of commercial and operational performance.</p> </li> <li> <p><b>Improve supplier management, standardisation, and demand control</b><br/>Lead supplier rationalisation and standardisation where appropriate and introduce stronger demand management disciplines - particularly across consultancy, recruitment, and marketing spend - while promoting effective use of eProcurement and contract management tools.</p> </li> <li> <p><b>Ensure governance, contracts, and capability development</b><br/>Maintain strong procurement governance and ethical standards, improve contract visibility and</p> </li> </ol> |  |                        |         |

lifecycle management, and support capability development across business functions through guidance, training, and best practice in commissioning and managing professional services.

**N.B. The above list is not exhaustive.**

**All staff are expected to:**

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your manager.
- Work supportively with colleagues, always operating in a collegiate manner.

**Help maintain a safe working environment by:**

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

**Elements of the Role**

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

**Planning and Organising**

The post holder:

- Has discretion to take a proactive approach to achieve desired results. They will work in a relatively independent manner, organising and prioritising their work in order to deliver an effective and professional service.
- Is expected to provide a professional and timely procurement service to internal customers whilst balancing multiple projects and deadlines to ensure procurement efficiency and value optimisation.

**Problem Solving and Decision Making**

The post holder:

- Must have good understanding of external and internal procurement related legislation and University policies and procedures, guiding colleagues to ensure compliance.
- Will provide advice and solutions to routine day-to-day problems, drawing on their previous experience and technical knowledge of similar problems or through referring to and applying procurement processes, policies, and procedures.
- Will resolve procurement challenges by negotiating solutions that meet both operational needs and financial objectives.

**Continuous Improvement**

- A significant part of the role is to be the functional procurement expert, driving improvement in procurement processes and practices across sourcing, tendering, contracting, contract management, vendor reduction initiatives and eProcurement efficiencies.
- The post holder should look to implement best practices in category management and supplier relationship management, and to promote innovation in procurement processes to improve service delivery and cost savings.

**Accountability**

The post holder:

- Must ensure procurement activities comply with internal policies and external funding regulations where applicable.
- Take ownership of category performance, ensuring value for money and measurable outcomes.
- Act as a key advisor to professional services stakeholders on procurement best practices.

**Dimensions of the role**

The post holder should:

- Influence procurement decisions across a wide range of professional services spend categories.
- Engage with diverse internal stakeholders across the University within professional services.
- Manage supplier relationships and contracts with strategic vendors in professional services procurement and manage key procurement projects

| <b>Supplementary Information</b>  |                                 |                                 |
|---|---------------------------------|---------------------------------|
| <ul style="list-style-type: none"> <li>The post holder will need to demonstrate strong leadership and communications skills to successfully negotiate with other University colleagues and influence decision making to optimise value for money.</li> </ul>  |                                 |                                 |
| <b>Person Specification</b> This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.   |                                 |                                 |
| <b>Qualifications and Professional Memberships</b>  |                                 |                                 |
| Professionally qualified with a relevant degree/postgraduate qualification, plus broad demonstrable management experience in similar or related roles<br>Or:<br>Substantial vocational and relevant management experience demonstrates management ability in an appropriate professional or specialist area, and success in similar or related roles, supported by evidence of significant appropriate specialist knowledge.            | E                               |                                 |
| A full member of the Chartered Institute of Purchasing & Supply (CIPS)  | D                               |                                 |
| <b>Technical Competencies (Experience and Knowledge)</b> This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).  | <b>Essential/<br/>Desirable</b> | <b>Level<br/>1-3</b>            |
| Proven ability to build excellent working relationships and partnerships with colleagues, suppliers and external organisations.   | E                               | 3                               |
| Highly developed knowledge of procurement principles and practices, particularly regarding professional services related procurement, with awareness of the broader developments relevant to procurement.   | E                               | 3                               |
| Significant experience in managing complex procurements in a services organisation, including advertising, tendering, contract drafting, negotiation and managing supplier relationships.   | E                               | 3                               |
| Proven ability to lead procurement related business improvement and organisational change projects.   | E                               | 3                               |
| Significant experience of professional services procurement from within a public/private sector organisation.   | D                               | 3                               |
| Knowledge of procurement/e-procurement systems.   | D                               | 2                               |
| <b>Special Requirements:</b>  |                                 | <b>Essential/<br/>Desirable</b> |
| n/a   |                                 |                                 |
| <b>Core Competencies</b> This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.   |                                 | <b>Level<br/>1-3</b>            |
| Strategic Thinking & Leadership   |                                 | 2                               |
| Communication   |                                 | 3                               |
| Adaptability/Flexibility  |                                 | 3                               |
| Customer/Client service and support   |                                 | 3                               |
| Planning and Organising   |                                 | 3                               |
| Continuous Improvement  |                                 | 3                               |
| Problem Solving and Decision-Making Skills  |                                 | 3                               |
| Managing and Developing Performance   |                                 | 2                               |
| Creative and Analytical Thinking  |                                 | 3                               |
| Influencing, Persuasion and Negotiation Skills  |                                 | 3                               |
| This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. |                                 |                                 |

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

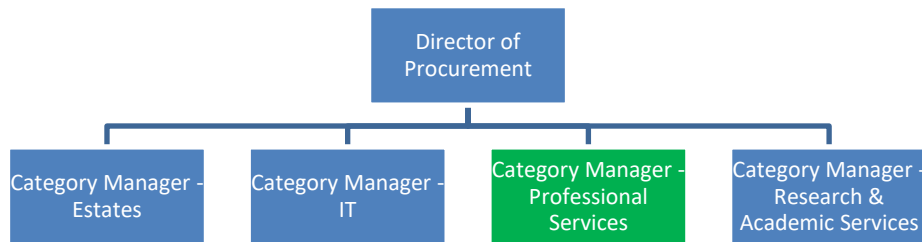
## Organisational/Departmental Information & Key Relationships

### Background Information

The Procurement team sits within the wider Finance department of the University, a critical professional services function. It is a lean, strategic function focused on whole life costs, realising value beyond cost savings, and building sustainable partnerships with suppliers.

Procurement's mission statement is to deliver an effective, innovative, and integrated strategic procurement function at University of Surrey, providing exceptional collaboration and partnering to stakeholders to respond to their business needs and challenges, delivering optimal value for money and cost-effective solutions.

### Department Structure Chart



### Key Relationships

#### Internal

The post holder will have regular contact with business area staff engaged on procurement activity. This will include staff within:

- Central professional services functions
- Surrey Sports Park
- University Faculties (x3)

The post-holder will work closely with Finance colleagues in:

- Transactions Support
- Financial Planning & Analysis
- Business Finance Managers

#### External

External contacts will include:

- Suppliers and prospective suppliers
- Purchasing consortia
- Crown Commercial Services and other institutions responsible for applicable Frameworks
- Colleagues with similar roles in other HE institutions to identify best practice