

Senior Category Manager (Integrated FM)

ROLE PURPOSE

This role will be reporting to and supporting the UK and EMEA Head of Supply Chain, focusing on client facing IFM services. Within this role you will help develop the UK and EMEA Supply Chain Strategy and manage ongoing supplier performance. You will work collaboratively with our Client Services team across the region, to meet the requirements of our clients and to continuously drive operational improvement, commercial innovation as part of our Supplier Relationship Management strategy.

KEY RESPONSIBILITIES

- Responsible for writing the supply chain strategy for Integrated FM
- Present category strategies to internal senior stakeholders
- Leading tender processes (RFIs, RFPs, RFQs) to ensure the selection of the most appropriate supplier partners
- Execution and mobilisation of new suppliers and contracts – from tender through to BAU delivery working collaboratively with the operations team
- Deliver synergies and cost savings through collaboration
- Spend management, including regular tracking on spend and data support for commercial
- Negotiation of contractual terms and commercials with suppliers
- Delivery of savings targets - ensuring clear and auditable benefits tracking
- Influencing and establishing good procurement practices
- Develop and manage relationships with suppliers, including contract and performance management
- Understand the Value Chain and challenge materials, specifications, origins etc to deliver value improvements (including cost, time savings and sustainability)
- Lead all category projects
- Supplier relationship management and development
- Network and determining effective escalation routes within the supplier organisations
- Listen to clients' needs and working with internal and third parties to find solutions. Working collaboratively with Operations to establish and meet business needs
- Ensure compliance with statutory, Client and Instant H&S and operational policies across countries
- Recognise opportunities for selling additional services and the facilitation of implementing them
- Drive and prove value for money through conducting regular benchmarking and commercial reviews
- Drive suppliers to deliver industry leading solutions to our clients. E.g. developing methods to bring innovation, train our people, showcase the latest products and services etc.
- Provide administrative support to the UK and EMEA Head of Supply Chain

BACKGROUND AND EXPERIENCE

- MCIPS qualified
- FM Hard and Soft category management experience
- Pre-contract management (Strategy writing, Tendering, Negotiating and drafting contracts, Contract assembly)
- Post contract management (Commercial contract management, managing commercial supplier's performance against agreed SLAs and KPIs, strong SRM skills)
- Good working knowledge in all facets of Procurement, Contracts, and Supply Chain Management in general

KEY SKILLS AND COMPETENCIES

This role involves having the following key skills and competencies, namely:

- Highly commercial, with good negotiation skills and a creative mind to pursue new commercial models, benchmarking experience
- Team player with excellent communication and influencing skills
- Hands on individual with previous experience in the role
- Ability to effectively present information to clients and senior management
- Demonstrate drive and determination to achieve success while being a self-motivator who sets clear direction and priorities
- Excellent communication skills
- Must be technology-enabled (MS Word, Excel, Power Point)
- Flexible and adaptable approach to work
- Able to prioritise workload
- Exceptional organisational skills

KEY STAKEHOLDERS

- UK and EMEA Head of Supply Chain and Procurement,
- Chief Operating Officer
- Client Services Managers
- Operations Director UK & EMEA
- Head of Workspace Operations UK & EMEA

Working at Instant

About The Instant Group

Founded in 1999, The Instant Group is a workspace innovation company that rethinks workspace on behalf of its clients injecting flexibility, reducing cost and driving enterprise performance. Instant places more than 7,000 companies a year in flexible workspace such as serviced, managed or co-working offices including Sky, Network Rail, Capita, Serco, Teleperformance, Worldpay, and TMF making it the market leader in flexible workspace.

Its listings' platform [Instant Offices](#) hosts more than 12,000 flexible workspace centres across the world and is the only site of its kind to represent the global market, providing a service to FTSE 100, Fortune 500, and SME clients. With offices in London, Newcastle, Berlin, Haifa, Dallas, New York, Miami, San Francisco, Hong Kong, Sydney, Singapore, and Kuala Lumpur, The Instant Group employs 230 experts and has clients in more than 150 countries. It has recently been included in the 2018 Sunday Times' HSBC International Track 200.

A business is only as good as its people

It's not all noses to the grind-stone though; Instant is a fun and dynamic place to work, where colleagues support one another and where the next social event is always just round the corner. We have been rated as one of the best small companies to work for and as one of the top companies with the fastest-growing international sales by the Sunday Times and are committed to continuing to make Instant a great place to build a career.

Instant is a values-driven organisation. We adopt and live by our values:

- We are passionately client focussed 24/7, 365
- We operate with integrity and a sense of fun
- We build long term client relationships based on trust
- We question convention with the desire to improve performance
- We collaborate in teams to create solutions that solve client problems
- We strive for excellence in all that we deliver
- We attract and develop the most talented people

We are a fast growing business with an exciting and vibrant atmosphere, where staff are encouraged to think for themselves and are rewarded for contributing to our success.

To support our ambitious growth plans, we want to attract and develop the best people – resourceful, committed individuals with relevant experience and a client-centric mind-set.

The details

We pay market salaries and the right person will be offered a package according to their experience.

You will be based at our head office at the Blue Fin Building in Southwark but may be required to work on a client site. The building boasts amazing views over London with café, coffee shop, roof terrace and paid gym in the basement.

The area itself (Bankside) is one of the oldest parts of London – entrepreneurs, artists and revellers have flocked here for almost 2,000 years. It is one of London's most vibrant areas, with a heady mix of culture, foodie delights, attractions and architecture. Bankside was once known as London's larder, it's a title that lives on today in the fresh produce of Borough market and the wealth of fine restaurants, pavement cafes and shops surrounding it.

You will work 9am to 6pm Monday to Thursday and 9am to 4pm on Fridays.

For more information please contact Alice Mitchell:

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