

job description



Position title	Procurement Support Officer
Date	April 2024
Line Manager title	Supply Manager
Grade	13

Purpose

To ensure compliance of the companies purchasing policy and procedures while acting as a helpdesk point for all Procurement related issues. To on-board and maintain all accounts that sits within the Purchasing ledger in accordance to both Procurement and Compliance team requirements. To work closely with the Senior Procurement Support Officer to meet all Procurement related objectives and goals.

Key responsibilities

- To be responsible for the Supplier account administration on Purchase to Pay, Enterprise Resource Planning and other legacy software systems.
- To ensure maintenance of supplier certification in line with Compliance requirements.
- To carry out user acceptance testing on software upgrades and implementation of new software packages for Procurement systems.
- To check and process purchase orders and where necessary to identify 'problem' sites and users in order to encourage, nurture and coach these sites in positive procurement practices.
- Take a pro-active approach to delivering efficiencies and improvements in work practices.
- Promote excellent communication channels with the business to provide information including beneficial supplier agreements, approved suppliers etc.
- Ensure compliance to SUEZ purchasing policy and procedures while encouraging and managing feedback from the business.
- Work to achieve and better KPI targets set for the department while embracing a culture of continuous improvement within the Procurement team.
- Demonstrate performance improvements to the business by gathering relevant information for the monthly publication of KPI's.
- Ensure the continual relevance of the Procurement support team instructions and guides

Key responsibilities [cont'd]

- Deliver a positive customer service helpdesk by ownership of all queries and providing a pro-active approach to problem solving.
- Ensure customers are aware of their obligations, available systems, services, and how to access and use them.
- To assist the Supply and Systems Manager to provide best practice change management techniques to aid team transition into new working processes and changes to the working environment.
- Interact with the Procurement Officers and Senior/Category Managers to exchange supplier information, pricing, and contractual obligations.
- To bring to the attention of the Procurement Officers and Senior/Category Managers potential areas where savings and spend management improvements could be made.
- To assist Procurement Officers and Senior/Category Managers with Procurement initiatives when required.

Skills

- Excellent communication skills, both verbal and written with a customer centric approach to problem solving.
- Extensive keyboard skill and IT literacy, including experience of Microsoft Teams, Word and Excel.
- Ability to manipulate data in a spreadsheet is essential.
- A proactive learning approach to adopting role changes.
- Experience of influencing internal stakeholders.
- Self driven with the ability to follow and write instructions.
- Strives always to be right first time, every time by having a keen focus on accuracy and attention to detail.
- Has a passionate strong sense of commitment to the team and is able to work collaboratively to deadlines.

Behaviours

In line with SUEZ R&R UK's Health and Safety Policy the job holder is expected to;

- Take reasonable care of his/her own health, safety and welfare and that of other people who may be affected by his/her actions or omissions.
- To cooperate with SUEZ R&R UK and with other employees in order to comply with health and safety law and SUEZ R&R UK's Health and safety Policies and Procedures
- Not to misuse or interfere with, intentionally or recklessly, anything provided in the interests of safety.
- To ensure that within his/her areas of responsibility, SUEZ R&R UK complies fully with its legal duties in respect of the health, safety and welfare of its employees and of other people who may be affected by his/her actions or omissions
- To ensure that the responsibilities commensurate with his/her role as laid out in the Health and safety policies and Procedures are fully met.

In line with SUEZ R&R UK's Values and Ethics Charter the job holder is expected to;

- Act in an honest, responsible and respectful manner to others
- Be responsible for their own professional conduct
- Comply everywhere and in all circumstances with the laws and regulations connected with their activities
- Comply with our obligations to our partners such as shareholders, associates, clients, suppliers and the community.

– Any other duties that are reasonably requested within the scope of the job role

Knowledge

- Ability to use the Coupa Purchase to Pay and SAP Enterprise Resource Planning Systems would be advantageous.
- Having worked in a customer helpdesk environment would be helpful.
- Knowledge of the Waste Industry would be helpful.

Specific candidate requirements

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Qualifications

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Please note: The content of this job description reflects the main duties and responsibilities of the job and is not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.