

JOB DESCRIPTION

Job title: Director of Product Innovation

Grade: CO2

Immediate superior: Chief Operating Officer

Responsible for: **1 Direct Reports**
Head of Procurement x 1

Location: Hybrid- LHC Procurement Group offices, Uxbridge and home

Principal aims of LHC Procurement Group

- LHC PG provides specialist technical procurement products and services that help contracting authorities (LHC PG Clients/Partners), contractors and suppliers (LHC PG Appointed Companies) to deliver publicly funded projects on time, on budget and with enhanced social value outcomes. LHC PG aims to improve lives and places through quality procurement solutions.
- LHC PG engages with LHC PG Clients/Partners and LHC PG Appointed Companies through five Regional Business Units (RBUs), supported by a Technical Procurement Operations (TPO) department which develops and manages the LHC PG range of products and services.
- A Central Services Team provides the platform of financial, IT, HR and legal services for the whole group.
- Formulation of strategy and monitoring of organisational performance is the responsibility of the LHC PG Senior Executive Team (SET), which is governed by the LHC PG Board PG made up of client organisations and independent NEDs.
- The LHC PG business plan is delivered by each regional head that makes up the Group Management Team (GMT).
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Main purpose of the job

- Lead the creation and development of new products, and enhancements, to existing products. Develop a Group Product Strategy that delivers exceptional and sought-after products to our clients, facilitating strong and robust supply chains and dedicated partner involvement.
- Using insights from the external environment and internal knowledge, work with the Chief Operations Officer to inform and implement the LHC PG Procurement Group strategy ensuring LHC PG's products are innovative and market leading.
- To work with the Head of Procurement and Group Technical Manager's to develop, implement and maintain LHC PG Procurement Group's rolling ten year procurement strategy in consultation with the RBUs, ensuring that LHC PG retains a market leadership position in public sector construction procurement.
- Through the introduction of innovative and best-practice procurement processes, to produce best in class products through the management of a multi-discipline team of experts.
- As the Chair of LHC PG's Product Board and the Group Management Team make a positive and constructive contribution to the strategy, development and monitoring of the LHC PG Business Plan by contributing potential opportunities for growth through innovative product solutions..

- To reinforce LHC PG's reputation for procurement and technical excellence through representation of LHC PG at influential sector workgroups and network events. Including increasing the visibility of other TPO team members expertise.
- To ensure social value is embedded and measurable within all LHC PG products which will contribute to the reporting and strategic development of our social value impact strategy.
- To lead the Product department to achieve its objectives in line with LHC PG's purpose and vision, mission and values.
- Work with the Group Management Team to understand LHC PG's "not for profit" status and charitable aspirations to support the Group Mission and Vision.
- To lead the strategic development of the Product department by embedding robust framework management systems and procedures, adding value both internally and to external partners.
- To work with the Head of IT & Digital and Head of Project and Change to identify opportunities for improving business processes, and increasing the client and appointed company experience, utilising artificial intelligence and other emerging technology and solutions.

Leadership

- Role model the behaviours of the group's Product department in line with those of the LHC PG.
- Motivate and inspire the team to perform individually and collectively to required levels of excellence
- Coach and develop others to reach and contribute their full potential taking ownership and responsibility
- Lead change activity, creating a culture where change and continuous improvement and adaptability are the norm
- Act as an advocate of LHC PG to increase the organisation's influence with all current and future stakeholders
- Act as an advocate for LHC PG to provide demonstrable impact within the social value generated by the delivery of quality products.
- Act as a representation and champion for the TPO department, ensure good strategic relationships with key stakeholders within the RBUs.
- Lead the team in obtaining any suitable accreditations that will strengthen LHC PG's market position.

Management

- Formulate a product and service development plan and ensure effective and on-time delivery
- Effectively manage the performance of staff and resources balancing the requirements at an individual and group level with the overall interests of the LHC PG.
- Effectively manage the operational and financial reporting requirements of the TPO Department.
- Visibly manage personal development and that of others through the identification of talent and effective succession planning

Specific responsibilities of the job

- To oversee the end to end product management process, namely from strategic idea, through research and market engagement, documentation development, tender, market launch and ongoing management, optimising LHC PG's expertise in:
 - Technical – Robust specifications and high quality evaluation
 - IT – Innovative and efficient systems for processing, evaluations and call-offs
 - Marketing – High impact and prolific communication to LHC PG Client and Suppliers
 - Finance – High degree of financial integrity and continued due diligence
- To ensure products are developed in consultation with RBUs, ensuring that learning is shared and consolidated and agreed processes followed.
- To support RBUs in delivering the products to their clients by providing expert advice and support when necessary.
- To provide TPO ongoing training and support with a focus on technical and procurement best practice, and to other LHC PG staff and external partners in line with organisational objectives
- To train and performance manage all personnel within TPO and undertake any recruitment where necessary.
 - Work with the Chief Operations Officer and Head of Marketing to develop a strategy that will drive demand for LHC PG products and service.
- To promote LHC PG externally as a market leading procurement consortium
- To develop partnerships with other key stakeholders – government institutions, centres of excellence and others.
- To advise the Group Management Team and Senior Executive Team on matters of strategy regarding Product area of expertise across the business
 - Engage with Regional Committee Partners, Associate Partners and potential clients to gain additional insights to ensure LHC PG products are clearly client lead.

Contacts:

Internally

- All LHC PG Operations Group staff
- GST & LHC PG Board (as required)

Externally

- Senior representatives of industry bodies and government departments
- Officers and elected members of local authorities, registered providers of housing and other public sector bodies
- Senior managers of LHC PG's appointed companies
- Consultants and advisers (as required)

PERSON SPECIFICATION

The following attributes are considered to be ESSENTIAL unless stated.

Experience

- Demonstrable success in leading teams to achieve excellent levels of performance
- Demonstrable success in the development and delivery of products and services in a client-focused, business to business environment.
- Demonstrable experience of implementing innovation to an established business (DESIRABLE).
- Experience of managing an Operations Business Unit (DESIRABLE)
- Experience of forging internal and external expertise to deliver results
- Awareness of public sector construction contracts and/or public procurement regulations (DESIRABLE)
- Understanding of the needs and aspirations of the private sector
- Experience of participating in executive committees to improve organisational performance (DESIRABLE).
- Experience of working with peer review groups and delivering to develop best practice procurement or technical standards in the sector.

Qualifications and training

- Educated to a degree level
- Educated to degree level or Professional qualification relating to construction, procurement, business or project management (DESIRABLE)

Aptitude and abilities

- Dynamic, energetic, outward-facing individual
- Numerate with high level of commercial skills
- Strategic business thinker
- Strong powers of persuasion and influence
- Effective manager of resources including people
- Quick learner and ability to adapt to changing circumstances
- Problem solver and decision-maker
- Ability to work on own initiative
- Good organisation and administration skills

Personal qualities

- Positive and supportive attitude
- Open, honest and approachable
- Good personal appearance and demeanour
- High degree of mobility and flexibility at work

Other

- Must possess a valid driving licence