

## Customer Purchasing Team Role

The Customer Voice Strategy was launched in January 2021 to give confidence to customers that we are serious about listening and acting on what they say.

The Customer Purchasing team is integral to the 'respond to regulatory requirements' objective within the strategy. Our vision is that:

*'The Customer Voice is heard, respected, valued and acted on throughout One Manchester and is core to who we are as an organisation and how we deliver services to our customers.'*

### About the role

The Customer Purchasing team will work together to make sure the perspective of customers is heard in decision-making with purchasing. The team will be key to:

- giving a customer view in the award of contracts
- achieving value for money where the organisation spends money
- ensuring that purchasing decisions get the most benefit for One Manchester customers

The group will be an inclusive mix of One Manchester customers with a range of skills and knowledge.

The role is voluntary; however, your expenses will be covered.

### Why should you get involved?

Our end goal is to deliver a brilliant customer experience every single time, and whilst we have some ideas of our own, we'd love to shape our future together with you.

Through your work within the Customer Purchasing team, you will build on your skills whilst learning how One Manchester operates. You will be given the training and guidance needed to support you within the role and your contribution will be recognised.

### What you will be asked to do

- Influence purchasing decisions by being involved in in specification and assessment questions for any potential suppliers.
- Take part in the tender process to ensure that appointed suppliers provide a high-quality product at a competitive price

- Attend supplier demonstrations and tender meetings
- Collaborate with One Manchester's management to monitor and feedback on quality and value for money.

### **Skills and experience**

For this role, we'd love to hear from you if you:

- have an interest or understanding of value for money
- are passionate about receiving high quality and effective services
- can work as part of a team

### **Who can apply?**

If you are a One Manchester customer keen to help shape our future and provide the views of customers, then we want to hear from you.

Our Customer Purchasing team will represent our customer base and we welcome applications from all backgrounds.

### **How to apply**

In the first instance please contact us for an informal chat to discuss the requirements of the role. This will be followed by a selection process to ensure we have a diverse group of customers with the experience required for the role.

Please email [customervoice@onemanchester.co.uk](mailto:customervoice@onemanchester.co.uk) or call/text Wendy on 07848 024721.