



FCDO Services

Procurement

Candidate Pack | August 2023





FCDO Services Overview

We are FCDO Services. As part of the Foreign, Commonwealth and Development Office (FCDO), we work with government customers in the UK and overseas, providing a wide range of secure services, including logistics, construction, digital and security solutions.

Our work is varied both in content and location: from building and maintaining embassies to hosting secure servers for government customers; from providing logistics support to the British Government's network of more than 250 diplomatic missions, across 168 countries, to delivering highly secure radar and communications installations for the Ministry of Defence. It's vital work that supports our nation's interests all over the world.

Our Organisation

FCDO Services is an Executive Agency and Trading Fund, owned by the Foreign, Commonwealth and Development Office (FCDO). Our work supports diplomacy, defence and development for the UK Government and our global partners. We have a developing customer base that also includes the Ministry of Defence, the Home Office and some friendly foreign governments. We are also home to UK National Authority for Counter-Eavesdropping (UK NACE), the UK's Technical Security experts.

As a Trading Fund, our main goals are to provide top quality, competitively priced services for our customers while making a financial surplus and ensuring the long-term viability of the business. To achieve this, we aim to be a trusted, agile and global partner, delivering secure technical services primarily to our parent, the FCDO, but also to other relevant arms of government. We have a developing customer base that also includes the Ministry of Defence, the Home Office and some friendly foreign governments.

Our staff are based where they can offer the best support to customers, in the UK and overseas, including 130 employees who live and work overseas in four regional hubs in Washington DC, Brussels, Pretoria and Bangkok and in other posts worldwide. In total we have c1200 staff with most based at our secure site in Hanslope Park, Milton Keynes and c200 working from the FCDO headquarters in King Charles

Street, Whitehall. Our teams work together across a global network to provide secure working environments to protect our customers' people, assets and information.

FCDO Services has been a Trading Fund (a commercially run Government agency) since 2008 and is part of the FCDO. The FCDO is our owner, shareholder and main customer, and our main purpose is to support the rest of the FCDO deliver the UK's diplomatic aims. However, we have used our commercial status to expand our customer base and become more accountable, streamlined and efficient, and currently operate with c£200m annual revenue. FCDO Services provides a range of integrated, secure services worldwide to the FCDO, other UK government departments, friendly foreign governments and international organisations closely linked to the UK.

Our Strategy

Our ambition

The organisation of choice for innovation in protecting the people, assets and data of the Government and its partners worldwide.

Our purpose

We provide trusted, secure and resilient services to support diplomacy, defence and development for the UK Government and our global partners.

Our vision

Sustaining secure, global capability for the UK and its partners.

Our Strategic Objectives

Security at the heart

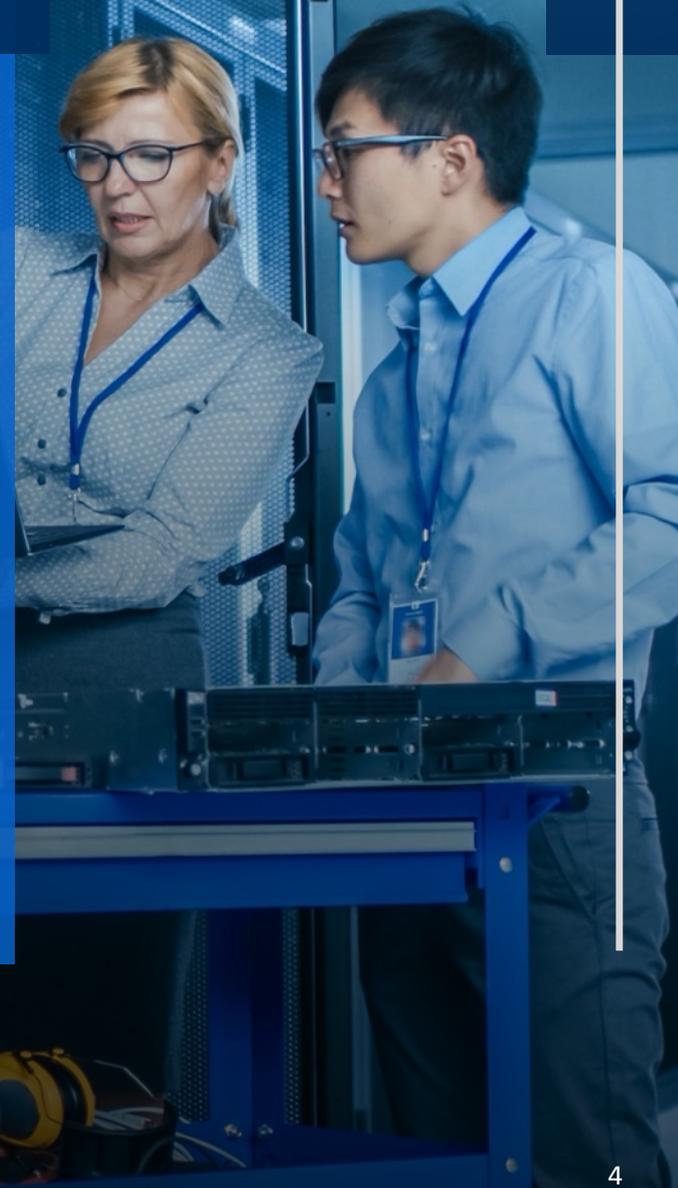
Security is at the heart of our business, and is threaded through everything we do. Through our innovative products and services our operational delivery provides confidence to our customers that their operations are secure. Our security-cleared people have unique security skills and expertise and their work is supported by a modernised secure IT platform.

Ease of doing business

To offer the best customer experience, providing simpler, streamlined processes focused on delivering an efficient, transparent and collaborative service. A focus on continuous improvement to deliver transformative business benefits and efficiencies.

Provider of choice

To be the provider of choice for our key customers, primarily our owner the FCDO. Our focus is on secure digital and infrastructure solutions, and logistics. Through our capacity, capability and track record to deliver multi-year, repeatable programs we aim to instil confidence in our customers.



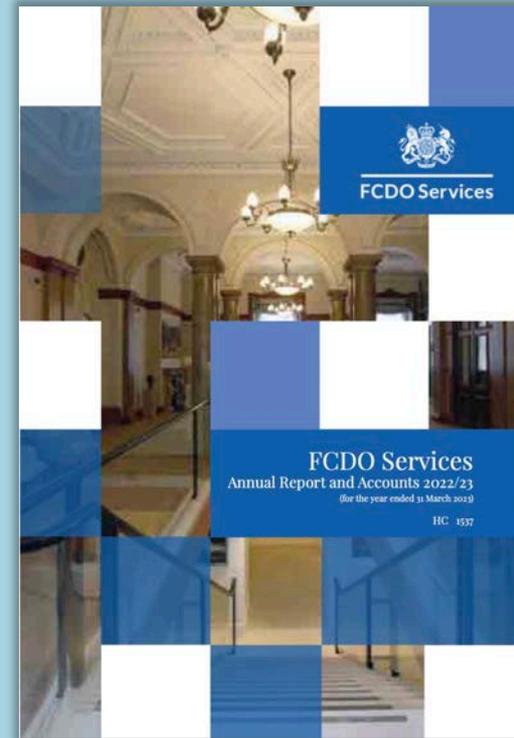
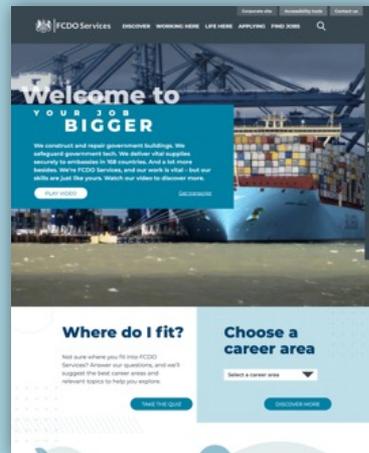
More Information

For more information about FCDO Services, please visit our corporate and careers websites.

Visit our [corporate website](#)



Visit our [careers website](#)



To view or download our most recent Annual Report, please [click here](#)

Equality, Diversity and Inclusion

At FCDO Services we're aiming to create a truly inclusive business, and to play our part in helping change the balance in the industries we're part of too. We are proud of the progress we've made to date, while recognising there is work still to do.

But what does a truly inclusive business feel like? It's where you can be yourself, no holding back. Where you can be appreciated for who you really are and recognised for the contribution you make. It's where you're supported to do your best work. Where your managers care about trying to meet your needs, from the right working conditions and tools, to the right work patterns. That's the environment we want for everyone at FCDO Services.

You can find more information about our approach to diversity and inclusion [here](#).

Corporate site Accessibility tools Contact us

FCDO Services DISCOVER WORKING HERE LIFE HERE APPLYING FIND JOBS

Diversity and Inclusion

We're aiming to create a truly diverse and inclusive business here at FCDO Services - and we recognise our part to play in helping change in the technology and construction industries too.

What does a truly diverse and inclusive business feel like? It's where you can be yourself, no holding back. Where you can be appreciated for who you really are and recognised for the contribution you make.

It's where the whole team makes a conscious effort to understand and support each other's cultures, backgrounds, experiences. Where training is given across the business to help us all do that better.

It's where you're supported to do your best work. Where your managers care about trying to meet your needs, from the right working conditions and tools, to the right work patterns.

That's the environment we want for everyone at FCDO Services - and we work hard every day to achieve it.

Our vision

Our vision is to be a diverse and inclusive organisation that looks after the wellbeing of all of our people. To enable us to achieve this we are focused on four areas: Inclusion, Respect at Work, Attracting and Promoting Talent; and Wellbeing. Each area is championed by a member of our Executive board.



Campaign Overview

Right now, we're a team of over 20, but we're ready to grow – that's where you come in. We're looking for professionals, like you, with excellent communication skills, attention to detail, and resilience to join our growing team and discover procurement work with purpose.

You'll find a range of different positions to choose from such as Category Lead, Senior Category Manager, Category Manager, Assistant Contract Manager or Contract Administrator. No matter which role you pick, we're here to equip you with all the tools you need to grow in your role, plus the full support to enjoy life outside of it. This includes a competitive salary, flexible work options, generous holiday, a Civil Service pension, and more. If you've been looking for your job, bigger you'll find it at FCDO Services.

The Role

Contract Administrator

Purpose of the Role

The Contract Administrator provides effective admin support that helps the procurement team meet the needs of the business, suppliers, and end-users. Using strong organisational skills and keen attention to detail to set up suppliers, coordinate review meetings, and ensure smooth communication by sending documents and taking minutes as needed. Beyond admin support, there will be the opportunity to shape how others understand contract management policies and procedures.

The Role

Contract Administrator

Key responsibilities

- Complete the setting up of suppliers on the ERP system following an agreed process
- Respond to queries and provide general guidance and information concerning contract management policies and procedures to the Business and existing suppliers
- Complete monthly reporting and audit related activities, including updating standard reports and data, maintaining data collection and compiling required data
- Obtain and accurately record and maintain data held on the eProcurement system ensuring the integrity of key information held
- Monitor group mailboxes ensuring timely responses or allocation of emails as appropriate
- Set up supplier review meetings, create and send out relevant documentation in a timely manner
- Take minutes of supplier review meetings, where required and distribute
- Identify and contribute to the development of processes and policies when appropriate.

Person Specification

Contract Administrator

Essential criteria

- Computer literate, an experienced user of MS Office - Excel, Word and Outlook
- Experience focusing on detailed work demonstrating a high attention to detail
- Strong organisational skills, with ability to prioritise work
- Ability to switch between tasks while maintaining accuracy
- Able to provide a consistently high quality of customer service.

Person Specification

Contract Administrator

Civil Service Behaviours

The Civil Service Behaviour definitions outline the expected type of behaviour or competence within a role. More information on the behaviours can be found by reading the online Success Profiles document [here](#).



For this specific role, the focus will be on;

Making Effective Decisions

Managing a Quality Service

Commercial Awareness

Terms of Appointment

Duration

This opportunity is available on a permanent basis. Applications made on the basis of a permanent transfer or a loan from existing Civil Servants are welcomed too.

Contract type

This is a full-time role. We also operate a Hybrid Working Policy to allow some homeworking, depending on role and business need.

Vetting

Appointment will be subject to successful completion of SC vetting (role dependent). Vetting type is highlighted on the role advert on our [careers website](#), where more information about the vetting process can be found.

Contract Administrator

Location

This role is based at Hanslope Park, Milton Keynes.

Remuneration

Salary: £24,350 plus £1,750 location allowance.

There is a base salary per annum plus an attractive pension and other benefits including flexible working.

The Role

Assistant Contract Manager

Purpose of the Role

FCDO Services have a range of contracts covering a number of different categories, ranging from IT Hardware/Software, Corporate/Logistical, Estates building/maintenance and bespoke product development. They all rely on effective contract management. The Assistant Contract Manager will plan and manage contract mobilisation and review meetings. Analyse data. Update and maintain an online contract management system. Working with suppliers and stakeholders, all to deliver an efficient administration service that meets customers' needs.

The Role

Assistant Contract Manager

Key responsibilities

- Deliver an efficient contract administration service: plan and manage contract mobilisation, schedule contract review meetings, administer and manage contract variations
- Maintain accurate data on contracts and suppliers, analyse KPI/MI data, interpret results and produce reports for management teams and internal stakeholders
- Carry out status checks on current and proposed suppliers and alert colleagues to any potential risks. Resolve operational issues with suppliers, proposing solutions when possible
- Administer and manage contract variations within delegated authority and draft contract variations to be approved by the line manager
- Develop and manage contract risk registers for non-strategic and corporate contracts and corporate suppliers
- Make substantial contributions to development of function policies and process improvements
- Support and guide team members and stakeholders across the organisation on commercial issues to ensure compliance with Purchase 2 Pay (P2P) policies and procedures
- Assist line manager with the development of processes, procedures, and other contract administration functions to realise benefits and efficiencies post award of contract.

Person Specification

Assistant Contract Manager

Essential criteria

- Knowledge and experience of contract and/or supplier management
- Experience of contract management in public or private sector
- Experience of managing and prioritising customer requirements
- Knowledge of eProcurement system to effectively manage contracts
- MS Office - ability to manipulate data and create spreadsheets in Excel.

Person Specification

Assistant Contract Manager

Civil Service Behaviours

The Civil Service Behaviour definitions outline the expected type of behaviour or competence within a role. More information on the behaviours can be found by reading the online Success Profiles document [here](#).



For this specific role, the focus will be on;

Making Effective Decisions

Managing a Quality Service

Commercial Awareness

Terms of Appointment

Duration

This opportunity is available on a permanent basis. Applications made on the basis of a permanent transfer or a loan from existing Civil Servants are welcomed too.

Contract type

This is a full-time role. We also operate a Hybrid Working Policy to allow some homeworking, depending on role and business need.

Vetting

Appointment will be subject to successful completion of SC vetting (role dependent). Vetting type is highlighted on the role advert on our [careers website](#), where more information about the vetting process can be found.

Assistant Contract Manager

Location

This role is based at Hanslope Park, Milton Keynes.

Remuneration

Salary: £26,785 plus £1,750 location allowance.

There is a base salary per annum plus an attractive pension and other benefits including flexible working.

The Role

Category Lead ICT

Purpose of the Role

The ICT procurement category needs to meet exceptionally high standards. As one of the senior leadership team, the Category Lead ICT sets the overall category strategy, making sure government customer's needs are met. Heading up the team procuring any technical and ICT related products or services needed across FCDO Services. It could be hardware, software, specialist equipment – anything that's required to deliver the very best results for FCDO's customers. The Category Lead ICT will support and guide the team so they can manage this ICT procurement and any supplier relationships more effectively, whilst collaborating closely with the wider business to shape category strategy that has impact across continents.

The Role

Category Lead ICT

Key responsibilities

- Develop Category Strategies in partnership with all business areas, to ensure short and long-term business strategy sourcing requirements are met using cost-effective solutions
- Build commercial relationships with key suppliers to facilitate continuous improvement to services, enable effective negotiations and enable the organisation to support them in delivering products and/or services to FCDO Services customers to the required standards
- Make recommendations to senior management to inform their decision-making and ensure the inclusion of Category Strategies in the annual business plan
- Input to commercial planning, bids and sales of FCDO Services products and services, to define negotiating principles and partnership arrangements
- Develop resourcing plans with the Head of Procurement to ensure the team has the capacity and capability to deliver the Categories Strategies
- Recruit, direct, engage, performance manage, coach and develop the team to drive high performance.

Person Specification

Category Lead ICT

Essential criteria

- MCIPS qualifications or equivalent experience
- Extensive experience of procurement, contract management, managing supplier relationships, developing strategic solutions, risk management and working knowledge of Strategic Programs
- Knowledge of UK procurement regulations and corporate governance
- Strong communicating, influencing and senior management/stakeholder engagement skills
- Develop ICT Category Strategies in partnership with all business areas, to ensure short and long-term business strategy sourcing and management requirements are met using cost-effective solutions
- Lead on new initiatives and strategic pillars within the ICT area, and lead and manage all new Partnerships within ICT; advise on best practice and strategic methodology
- Strategically consider different procurement options that provide a more aligned strategic approach to partnership.

Person Specification

Category Lead ICT

Civil Service Behaviours

The Civil Service Behaviour definitions outline the expected type of behaviour or competence within a role. More information on the behaviours can be found by reading the online Success Profiles document [here](#).



For this specific role, the focus will be on;

Seeing the bigger picture

Communicating & Influencing

Commercial Awareness

Leadership Charter

Terms of Appointment

Duration

This opportunity is available on a permanent basis. Applications made on the basis of a permanent transfer or a loan from existing Civil Servants are welcomed too.

Contract type

This is a full-time role. We also operate a Hybrid Working Policy to allow some homeworking, depending on role and business need.

Vetting

Appointment will be subject to successful completion of Developed Vetting (DV) or SC vetting (role dependent). Vetting type is highlighted on the role advert on our [careers website](#), where more information about the vetting process can be found.

Category Lead ICT

Location

This role is based at Hanslope Park, Milton Keynes.

Remuneration

Salary: £52,000 - £63,495 plus allowance of up to £7k depending on qualifications and experience.

There is a base salary per annum plus an attractive pension and other benefits including flexible working.

The Role

Category Manager

Purpose of the Role

The Category Manager will continually develop a chain of quality-assured suppliers to tender for FCDO's crucial projects. Supporting in the creation and implementation of sourcing plans. The Category Managers looks after all aspects of the tendering process, from specification to evaluation and award. Translating technical information into something that's jargon-free and easy for the wider business to understand. Also addressing current or potential risks associated with procurement activities.

The Role

Category Manager

Key responsibilities

- Create and implement Sourcing Plans that meet business requirements; evaluate, rationalise and recommend potential suppliers in Options Appraisal in readiness for sign off by senior team member
- Procurement lead on lower risk, lower value or less complex tenders; undertake all aspects of tendering process from specification of requirements, pre-qualification invitation to tender, evaluation methodology and contract management planning
- Analyse data across a range of goods and services, identify current or potential issues or risks and take action to address through personal intervention or escalation
- Contribute to the development, maintenance and effective delivering of category strategies to support the business
- Provide specialist procurement advice and expertise to meet customer and stakeholder requirements and to ensure compliance with UK regulations
- Review tenders and related documentation produced by self and team to ensure compliance with UK regulations.

Person Specification

Category Manager

Essential criteria

- Recent experience of working in a procurement environment and substantial experience in tendering of supplies and services
- Working knowledge of procurement policies, standards, processes and practices
- Relevant data analysis and decision-making
- Knowledge of UK procurement regulations and corporate governance
- Adaptable communication and influencing skills
- Recent experience in procurement activities, in particular tendering within estates category
- Substantial experience of working with stakeholders to deliver procurement solutions.

Person Specification

Category Manager

Civil Service Behaviours

The Civil Service Behaviour definitions outline the expected type of behaviour or competence within a role. More information on the behaviours can be found by reading the online Success Profiles document [here](#).



For this specific role, the focus will be on;

Making Effective Decisions

Managing a Quality Service

Commercial Awareness

Terms of Appointment

Duration

This opportunity is available on a permanent basis. Applications made on the basis of a permanent transfer or a loan from existing Civil Servants are welcomed too.

Contract type

This is a full-time role. We also operate a Hybrid Working Policy to allow some homeworking, depending on role and business need.

Vetting

Appointment will be subject to successful completion of SC vetting (role dependent). Vetting type is highlighted on the role advert on our [careers website](#), where more information about the vetting process can be found.

Category Manager

Location

This role is based at Hanslope Park, Milton Keynes.

Remuneration

Salary: £31,000 - £37,725 plus £1,750 location allowance.

There is a base salary per annum plus an attractive pension and other benefits including flexible working.

The Role

Senior ICT Category Manager

Purpose of the Role

The Senior ICT Category Manager will support the Category Lead (ICT). Helping to ensure there is a procurement service that meets exceptionally high standards, in everything from hardware to software to licencing management. Whether it's handling complex tenders or developing procurement strategies, the Senior ICT Category Manager will help build on a service that meets FCDO's customer promise: to be reliable, responsive, and build deep relationships in every project and service we deliver.

The Role

Senior ICT Category Manager

Key responsibilities

- Create and implement Category strategies that align with business strategies; research and evaluate the market to understand current market conditions, identify risks to supply chain, source potential suppliers; share insights so wider team maintains market knowledge
- Procurement lead on higher risk, higher value or more complex tenders relative to those undertaken by Category Managers; undertake all aspects of tendering process from specification of requirements, pre-qualification invitation to tender, evaluation methodology and contract management planning
- Analyse data across a range of goods and services, identify current or potential issues or risks and take action to address through personal intervention or escalation
- Contribute to the development, maintenance and effective delivering of Category strategies to support the business
- Provide specialist procurement advice and expertise to meet customer and stakeholder requirements and to ensure compliance with UK regulations
- Review tenders and related documentation produced by self and team to ensure compliance with UK regulations
- Recruit, direct, engage, performance manage, coach and develop the team to drive high performance
- Develop ICT Procurement/Sourcing Strategies in partnership with all business areas, to ensure short and long-term business strategy sourcing requirements are met using cost-effective solutions.

Person Specification

Senior ICT Category Manager

Essential criteria

- MCIPS qualification or equivalent experience
- Extensive procurement experience, substantial experience in tendering of supplies and services
Working knowledge of procurement policies, standards, processes and practices
- Knowledge of specific procurement area
- Relevant data analysis and decision-making
- Knowledge of UK procurement regulations and corporate governance
- Adaptable communication and influencing skills.

Person Specification

Senior ICT Category Manager

Civil Service Behaviours

The Civil Service Behaviour definitions outline the expected type of behaviour or competence within a role. More information on the behaviours can be found by reading the online Success Profiles document [here](#).



For this specific role, the focus will be on;

Managing a Quality Service

Communicating & Influencing

Commercial Awareness

Leadership Charter

Terms of Appointment

Senior ICT Category Manager

Duration

This opportunity is available on a permanent basis. Applications made on the basis of a permanent transfer or a loan from existing Civil Servants are welcomed too.

Contract type

This is a full-time role. We also operate a Hybrid Working Policy to allow some homeworking, depending on role and business need.

Vetting

Appointment will be subject to successful completion of SC vetting (role dependent). Vetting type is highlighted on the role advert on our [careers website](#), where more information about the vetting process can be found.

Location

This role is based at Hanslope Park, Milton Keynes.

Remuneration

Salary: £39,000 - £46,787 plus allowance of up to £7k depending on qualifications and experience.

There is a base salary per annum plus an attractive pension and other benefits including flexible working.

Recruitment Process

How to apply

Applicants should complete the online application form and attach a current CV. Your application should pay particular attention to outlining your interest in the role, the relevant experience that you could bring and how you meet the essential criteria as defined in the person specification.

Failure to submit both a CV and an application will mean the panel only have limited information on which to assess your application against the criteria.

If you require a point of contact, then please email FCDOservices.Recruitment@fcdo.gov.uk in the first instance.

Closing date for applications is midnight on 25th September 2023

Reasonable Adjustments

We are committed to equality in the recruitment process. We would like to make your experience as positive and comfortable as possible. We believe that you are the best person to tell us what you need so please let us know of any reasonable adjustments we can make and any barriers that you face in the working environment.

Shortlist

The panel will assess and score your application in order to select those demonstrating the best fit with the role by considering both the evidence you have provided against the essential criteria set out in the 'Person Specification' section and the detail within your CV. Failure to address any or all of these may affect your application.

If you are shortlisted, you will be invited to attend an interview which may include a business scenario or a presentation.

Full details will be provided if invited to interview.



Guaranteed Interviews

Disability Confident Scheme

The Civil Service embraces diversity and promotes equal opportunities. As such, we participate in a Disability Confident Scheme (DCS).

Disabled applicants who meet the minimum selection criteria as set out in the essential criteria of the job specification are guaranteed an interview. Selection will be on merit. If you wish to claim a guaranteed interview under the Disability Commitment, you should complete the relevant section of the online application. It is not necessary to state the nature of your disability.

Civil Service 'Great Place to Work for Veterans' scheme

We are part of 'The Great to Place to Work for Veterans' scheme so if you have completed at least one year in His Majesty's Armed Forces (as a Regular or Reserve) and are in transition from the Armed Forces, or no longer a member, please notify us when prompted as part of the online application process. You can find out more about the scheme by clicking [here](#).

Redeployment Interview Scheme

Civil Service employees (including Senior Civil Servants and Crown Arms Length Bodies) who are at risk of redundancy and who meet the minimum selection criteria in the job specification are guaranteed an interview. Selection will be on merit and at-risk candidates will be able to self-identify during the application stage.

For all guaranteed interview schemes, there may be exceptions made on reasons of time or resource for high-volume recruitment where the vacancy manager may decide to select the candidates who best meet the minimum criteria, rather than all of those who meet the minimum criteria.

Indicative Timetable

We will endeavour to offer flexibility, but it may not be possible to offer alternative dates for assessments or interviews. Please note that these dates may be subject to change and at this stage are indicative.

Stage	Timescale
Applications close	Midnight on 25th September 2023
Shortlisting	W/c 25 th September
Interviews	A2 & B3 Interviews Thursday 5 th October & Friday 6 th October C4 Interviews - Business Scenario 10 th October C5 Interviews - Business Scenario 18 th October D6 Interviews - Presentation Topic 19 th October



Additional Information

Official Secrets Act

This post is covered by the Official Secrets Act.

Eligibility - Nationality and Security Clearance

This role is a reserved post and therefore applicants must be a British Citizen.

To be eligible for DV clearance applicants must have lived in the UK for at least five out of the past ten years, at least one of which must be for a period of 12 consecutive months.

To be eligible for SC Clearance applicants must have lived in the UK for at least two of the past five years, at least one year of which must be 12 consecutive months unless you have served overseas with HM Forces or in another official capacity as a representative of His Majesty's Government or have lived overseas as a result of your parent's or partner's Government employment.

Conflicts of Interest

Candidates must note the requirement to declare any interests they may have that might cause questions to be raised about their approach to the business of FCDO/FCDO Services. They are required to declare any relevant business interests, share holdings, positions of authority, retainers, consultancy arrangements or other connections with commercial, public or voluntary bodies, both for themselves and for their spouses/partners. The successful candidate will be required to give up any conflicting interests and their other business and financial interests may be published.

Civil Service Code

The Civil Service Code sets out the standards of behaviour expected of you and other civil servants. These are based on the core values which are set out in legislation. As a civil servant, you are expected to carry out your role with dedication and a commitment to the Civil Service and its core values integrity, honesty, objectivity and impartiality.

More information on the Civil Service Code can be found [here](#).

Additional Information

Civil Service Commission

This appointment is regulated by the Civil Service Commission. The Civil Service Commission has two primary functions:

- Providing assurance that selection for appointment to the Civil Service is on merit on the basis of fair and open competition. For the most senior posts in the Civil Service, the Commission discharges its responsibilities directly by overseeing the recruitment process and by a Commissioner chairing the selection panel.
- Hearing and determining appeals made by civil servants under the Civil Service Code, which sets out the Civil Service values – Impartiality, Objectivity, Integrity and Honesty - and forms part of the relationship between civil servants and their employer.

The law requires that selection for appointment to the Civil Service is on merit on the basis of fair and open competition as outlined in the Civil Service Commission's Recruitment Principles.

For more information, visit:

<https://civilservicecommission.independent.gov.uk/recruitment/recruitment-principles/>

Complaints

FCDO Services recruitment is regulated and underpinned by the Civil Service Commission Recruitment Principles. The principles explain the legal requirement that selection for appointment to the Civil Service must be on merit and on the basis of fair and open competition.

If you feel your application has not been treated in accordance with the Principles and you wish to make a complaint, you should contact FCDOServices.Recruitment@fcdo.gov.uk in the first instance.

If you are not satisfied with the response you receive from FCDO Services, you can contact the Civil Service Commission. For more information, please visit their [website](#).



FCDO Services

For more information about us, visit:
fcdoservicescareers.co.uk

