



PRIFYSGOL
BANGOR
UNIVERSITY

Procurement Stakeholder Engagement & Communications Strategy

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Stakeholder Engagement & Communications Strategy Principles

Purpose

The University's Procurement Team promotes professionalism to support University staff in engaging with suppliers and ensuring that the procurement processes and procedures are appropriate and effective in order to encourage innovation, promote sustainability and ultimately deliver value for money. This Stakeholder Engagement and Communications Strategy ensures that all identified key stakeholders are aware of the role that Procurement can provide and how this key information will be distributed.

Overview

This Stakeholder Engagement & Communications Strategy will support the objectives and the delivery of the University's Procurement Strategy.

Stakeholders

Procurement's stakeholder community consists mainly of the key University departments and the buyers in these departments. Other stakeholder groups are included in the following list:

- Buyers of key/strategic procurements
 - Property & Campus Services
 - IT Services
 - Corporate Communications & Marketing
 - Library & Archive Services
 - Human Resources
- Buyers of routine procurements - Operational Finance Hubs
- Central Finance Office
- HEFCW
- North Western Universities Purchasing Consortium
- Value Wales
- The National Procurement Service
- Other Universities and Colleges
- Other Public Bodies
- Suppliers

Objective and Deliverables

- Target the right people with the right information at the right time.
- Raise the Procurement Team's profile and build relationships with key stakeholders through regular and targeted communications.
- Provide mechanisms for the Procurement Team to listen, understand stakeholder needs and implement improvement.
- Implement a process for internal customers to provide feedback on the performance of the Procurement Team.
- Produce information updates to appropriate stakeholder groups through the Procurement Intranet pages and other channels as appropriate.
- Achieve consistency in communications by focusing on the Procurement Team's key messages.
- Project an appropriate image of the Procurement Team as being a client-focused support function through consistent communications.

Engagement Model

Procurement will work openly and positively with all stakeholder groups to deliver a Procurement service that supports the activities of the University now and in the future.

As routine, we propose to provide the following:

- Up-to-date procedural and contract information on the Procurement intranet pages.
- A Contract Management Process for all key contracted suppliers.
- An updated external website that outlines to suppliers how to do business with the University.
- Quarterly meetings with key contacts in the University Stakeholder Groups.
- A feedback process with suppliers and internal evaluators at the end of each procurement process to support continuous improvement.
- A performance feedback process available to internal customers.
- Distribution of the Annual Procurement Report.

Key Measures

- Encourage compliance with procurement procedures and processes.
- Increase the University's utilisation of collaborative agreements.
- Facilitate cross-functional collaboration.
- Facilitate collaboration with other Universities and Colleges.
- Improve engagement with and management of supplier relations.
- Develop and continuously improve procurement skills, capability and capacity
- Continuous improvement and identification of areas of opportunity for development

Stakeholder Groups

| Stakeholder Group | Stakeholder Type | Individuals | Proposed Communication |
|--------------------------------------|------------------|--|--|
| Buyers of key/strategic procurements | Primary | Heads and/or key staff in University Departments | <ul style="list-style-type: none"> • Quarterly Meetings |
| Buyers of routine procurements | Primary | Departmental administrative contacts Operational Finance Hubs | <ul style="list-style-type: none"> • 6 monthly Meetings |
| Central Finance Office | Primary | Director, Section Heads & other key staff | <ul style="list-style-type: none"> • Weekly Meetings • Ad-hoc communications |
| HEFCW | Secondary | Senior Procurement Manager | <ul style="list-style-type: none"> • Annual Meeting • Annual Procurement Report |
| NWUPC | Secondary | NWUPC Category/Contract Manager(s) NWUPC Managing Director | <ul style="list-style-type: none"> • Ad-hoc communications |
| Value Wales | Secondary | Policy Staff | <ul style="list-style-type: none"> • Ad-hoc communications and reporting |
| The National Procurement Service | Secondary | NPS Category Managers | <ul style="list-style-type: none"> • Ad-hoc communications |
| Contracted Suppliers | Secondary | Account/Contract Managers | <ul style="list-style-type: none"> • Contract Management review meetings |
| Other Universities and Colleges | Tertiary | Heads of Procurement | <ul style="list-style-type: none"> • Ad-hoc communications |
| Other Public Sector Bodies | Tertiary | Representatives of these bodies | <ul style="list-style-type: none"> • Ad hoc communications |
| Potential Suppliers | Tertiary | Sales representatives | <ul style="list-style-type: none"> • Ad-hoc communications • Procurement Website |