

THE UNIVERSITY OF MANCHESTER
PARTICULARS OF APPOINTMENT
PROFESSIONAL SERVICES
DIRECTORATE OF IT SERVICES
DIVISION OF STRATEGY, ARCHITECTURE AND SUPPORT
IT SUPPLIER MANAGER (Maternity Cover)
VACANCY REF: PSX-019247

Salary: Grade 7 £42,149 to £51,799 per annum, depending on relevant experience

Hours: Full-time

Duration: Fixed term starting as soon as possible for 12 months

Location: Oxford Road, Manchester

Enquiries about the vacancy, shortlisting and interviews:

Name: Yasmin Birrell

Email: yasmin.birrell@manchester.ac.uk

Overall Purpose of the Job

The role will oversee and measure the fulfilment of contractual obligations. Using key performance indicators (KPIs) to monitor and challenge performance and identify opportunities for continuous improvement.

The role will cover a range of activities including; Researching suppliers and markets, maintaining a broad understanding of the commercial environment, to inform and develop commercial strategies and sourcing plans.

Advise on business cases for alternative sourcing models, and on policy and procedures covering the selection of suppliers, tendering, and procurement. Negotiate with potential partners and suppliers, developing acceptance criteria and procedures. Ensures that supplier performance is properly monitored and regularly reviewed.

Develops strategies to address underperformance and compliance failures, including application of contract terms. Identifies where changes are required, evaluates the impact, and advises

stakeholders about the implications and consequences for the business and/or the procurement element of programmes/projects.

Works within IT Supplier Management processes, clarifying requirements through to placing, and monitoring contracts. Assists with the measurement of supplier contract performance and effectiveness across the supply chain.

Negotiates variations and seeks appropriate authorisation. Actively supports and engages with experts and stakeholders to ensure continuous improvements are identified through review and where necessary benchmarking and charges processes. Develops and implements change management protocols.

The role will be responsible for undertaking assignments across project/service and/or University functions as required.

Key Responsibilities, Accountabilities and Duties

Dependent upon assignment:

- Maintains a broad understanding of the commercial IT environment, how the organisation sources, deploys and manages external partners. Advises on policy and procedures covering the selection of suppliers, tendering and procurement.
- Undertakes strategic analysis, including research into suppliers, markets, product and service categories, to inform and develop commercial strategy and sourcing plans.
- Oversees and measures the fulfilment of contractual obligations, for one or more contracts with one or more suppliers.
- Performance Management through the use of key performance indicators (KPIs) in order to monitor and challenge supplier performance and identify opportunities for improvement.
- Uses knowledge of supplier markets to define and agree tender evaluation criteria, often in conjunction with IT specialists.
- Working with UoM procurement, provides guidance and oversight to the preparation of tender documents
- In conjunction with the legal team, changes to terms and conditions which reflect the scale of the requirement and encourage good performance.
- Risk Management
- Develops strategies to address under-performance and compliance failures, including application of contract terms.
- Identifies where changes are required, evaluates the impact, and advises stakeholders about the implications and consequences for the business and/or programmes/projects.
- Typically as part of a wider commercial and legal team, applies commercial strategy and relevant procurement and intellectual property law. Drafts contracts and technical schedules and develops acceptance procedures and criteria. Places contracts, ensuring that each contract 'underpins' the relevant service level agreement(s).
- Ensures that users in their own organisation are aware of the terms and conditions of contracts, and deal appropriately with suppliers. Facilitates good communications between suppliers and users within own organisation.

- Sets up and manages processes to review performance and progress with major/strategic suppliers. Develops and implements contract change control protocols.
- Contract Management including negotiation and approval of contract change management, contract issue management, dispute resolution, service provider(s) audit, audit compliance, document library
- Actively supports and engages with experts and stakeholders through all stages of the contract lifecycle, to ensure continuous improvements are identified through, for example, review and benchmarking processes.
- Assists ITS in identifying and negotiating opportunities for cost reduction opportunities.
- Forecasting spend management
- Financial Management including; credits, earn-backs, critical milestones, Contract pricing adjustments
- Provision of supporting activities associated to contract management including supplier and market analysis.
- Participates in regular commercial reviews with major suppliers and meets customer or supplier representatives as necessary to monitor progress against issues and ensure levels of service are maintained. Assesses the ongoing success and effectiveness of the relationship and ensures that any necessary changes are implemented. This may include contract completion within OJEU.
- Is responsible for the liaison between IT Services and designated supplier organisations, owning the relationship regarding the contracts on behalf of the customer organisation. Is the first point of escalation for any issues or problems raised by suppliers or users.
- Provide commercial and supplier advice and guidance to colleagues within IT Services and across the University, as required.
- You may from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.
- Following HR policy and standards determine individual learning and development requirements and facilitate the creation and management of a balanced development plan for each member of staff managed to reflect both short to medium-term business objectives and take into account individuals' longer-term aspirational goals.
- Ensures that the performance of staff managed is appraised and assessed in accordance with agreed standards, procedures and timetables and that the results of assessments are correctly reported back to those being appraised.
- Post holders are required to familiarise themselves with the University's Equality and Diversity policies and to actively support these wherever possible.
- Leads a team of people assembled to complete a specific project or task. Facilitates discussion of team goals, roles, needs, and responsibilities. Leads team meetings to review progress and performance, ensuring follow-up on previous decisions. Participates in defining the ground rules for individual and team responsibilities.
- You will be expected to demonstrate a commitment to the [IT Services Practice Charter](#) and the University's [values](#). The University of Manchester values a diverse workforce and welcomes applications from all sections of the community.

- Be aware of and work within the constraints of the University Health and Safety, Data Protection, and Confidentiality policies, bringing to the attention of management any issues arising.
- Actively work to ensure knowledge sharing amongst colleagues to avoid single points of failure.

Person Specification

Essential Knowledge, skills and experience

Qualifications and Experience

- Previous relevant work experience and a degree/professional qualification or substantial experience in a similar role.

Skills and Competencies

- Contract Negotiation - Methods, techniques and frameworks for negotiating contracts for the supply of IT products and services.
- Contract Management - Methods and techniques for managing contracts to ensure that suppliers adhere to agreed contract requirements.
- Contract Law Principles - Knowledge and understanding of general contract law principles (international law pertaining to contracts, Sale of Goods and Services Act 1982) and awareness of potential issues and risks in contracts, such as limitations of liability, indemnities, warranties and termination rights.
- Business Environment - The business environment relating to own sphere of work (own organisation and/or closely associated organisations, such as customers, suppliers, partners and competitors), in particular those aspects of the business that the specialism is to support (i.e. localised organisational awareness from a technical perspective).
- Goal Orientation – Maintaining focus on agreed objectives and deliverables.
- Risk Management - Methods and techniques for the assessment and management of business risk including safety - related risk.
- Corporate, Industry and Professional Standards - Specific standards, practices, appraisal and certification programs associated with the IT practitioner's current role.
- Third Party Products and Services - The products and/or services supplied to own organisation by external suppliers.
- Financial Analysis - The analysis and reporting of supplier costs and forecasts against budgets.
- Financial management - Knowledge of supplier account plans. Competent management of costs, budgets and cash flow impact.
- Budgets - Principles, methods, techniques and tools for the preparation and monitoring of budgets to minimise costs and ensure cost - effectiveness.
- Leadership - Identifying goals and objectives, and motivating and leading others towards their achievement.

- Interacting with People - Establishing relationships and maintaining contacts with people from a variety of backgrounds and disciplines. Effective, approachable and sensitive communicator in different societies and cultures.

Desirable Knowledge and Skills

Skills and Competencies

- Flexibility - Taking account of new information or changed circumstances and/or business requirements and modifying response to a problem or situation accordingly.
- Commercial Orientation - Keeping commercial considerations continually in mind when taking actions or making decisions.
- Business Continuity Planning - Methods and techniques for risk management, business impact analysis, countermeasures and contingency arrangements relating to the serious disruption of IT services.