

Job Title: Vendor Manager	
Job Evaluation Number	B953

JOB DESCRIPTION

Job Title: Vendor Manager	Location: ICT - Kidlington or Southampton
Job Family: ICT	Role Profile Title: BB4 Police Staff
Reports To: Service Delivery Manager Team Leader	Band level: 4U
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: The vendor manager will have specific responsibility to identify suppliers and manage an agreed portfolio of ICT contracts and third party relationships together with ensuring contract compliance, contract deliverables, service level agreements, legal, financial and security adherence in all Third Party relationships.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Take ownership for the contracted delivery of a defined Portfolio of ICT Contracted Services for the ICT Department to agreed standards and SLAs.
2. Lead and manage vendor contracts and performance review board meetings, acting as the primary point of contact for formal contract escalation and Supplier Service Improvement activities ensuring that vendors meet or exceed the agreed service level agreements and address any issues as required.
3. Ensure EU Procurement, Financial Standing Orders and general contract compliance is delivered at all times.
4. Provide vendor management support into procurement and tendering processes ensuring Best Value.
5. Proactively seek continued improvement to ICT services and make recommendations to achieve Best Value for services.
6. Perform strategic sourcing plans, including delivery of contract and cost savings as in line with the agreed budgets and forecast and any issues are addressed accordingly or with senior management.
7. Ensure that all Third Parties operate within the agreed budget thresholds and authorise invoices/purchase orders to the agreed levels.
8. Identifies, justifies, secures and manages budgets for the execution of Supplier contracts - Ensuring all spending commitments and deliverables remain appropriately validated.

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c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources

Further Comments:
Reports directly the Service Delivery Management Team Leader.
Receives work in the form of department objectives and project delivery.
Is a recognised subject matter expert in ITILv3 vendor and contract management, and will have a background in technical disciplines and technologies.
Works with and influences department peers.
Manages a budget of up to £10m PA and contracts to a value of up to £50m.

d. **CHARACTERISTICS OF THE ROLE**

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

The knowledge or skills required in the role are as follows:	E/D
1. Degree or relevant professional qualification or management experience.	E
2. Expert knowledge in Vendor management, Contract management and business planning.	E
3. Strong negotiation skills, with proven experience of achieving desired results.	E
4. Excellent communications skills, both written and oral.	E
5. Good working knowledge of procurement and legal systems.	E
6. Good knowledge and understanding of ICT systems and services implemented within the customer organisations.	E
7. Must have capability to travel to different locations across both Forces and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential. *	E
Additional comments: * At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.	