

# IT Supplier Manager

## Basic information

**Band:** C

**Job family:** Technology

**Terms:** Permanent

**Location:** Cheltenham

**Reports to:** Head of Technology Sourcing & Supplier Management

**Team:** Sourcing & Supplier Management

**Business unit:** Technology



## Role purpose:

The IT Supplier Manager reports to the Head of Technology Sourcing & Supplier Management, and is accountable for the day-to-day management and coordination of key technology supply and outsource relationships. This includes coordination of multiple work streams, management of technology supplier and outsource partner relationships, supplier governance, facilitation of new initiatives, and input into sourcing decisions. Management of activities related to SLAs and contracts is also a key part of the role.

As a senior team member, coaching, mentoring and influencing colleagues, and delivering sourcing and supplier management leadership across the digital enterprise are part of the role. The IT Supplier Manager will act as deputy to the Head of Technology Sourcing & Supplier Management, as required.

You will work with the Head of Technology Sourcing & Supplier Management for day-to-day contractual and financial supplier oversight of IT suppliers and core IT partner (CITP), including ensuring all commitments are monitored and delivered in a timely manner. You will also be responsible for making sure all relevant documentation is compliant and managed to the contract and managing requisitions for approval, and ensuring payments are approved in line with deliverable and contractual requirements, as identified by the Legal Team.

**Key duties and responsibilities:**

- To assist with building a strategic relationship between IT and its IT suppliers and CITP.
- To support coordination and engagement with Procurement on any commercial requirements impacting any additional or disputed costs to the agreement, specifically any change of scope requirements.
- Contribute to delivering a robust governance structure, aligned to the contractual commitments with CITP and IT suppliers, and encouraging appropriate innovation and development.
- To help define, manage, and assist with the supplier management governance processes, procedures and forums, through the Senior IT Supplier Manager.
- Provide day-to-day financial oversight for CITP and IT suppliers.
- Accountable for identifying and coordinating execution of appropriate corrective actions to be taken if operational performance of the CITP is unsatisfactory.
- To provide input into and influence the development of the overall IT sourcing strategy.
- To support Procurement CoE with contract renegotiation and change request processes, whilst ensuring ongoing compliance with the existing contract.
- Input and assist with overall financial tracking, payment processing and service credit procedures for IT suppliers in conjunction with the Finance CoE, and invoke credit service processes if necessary.
- Build collaborative working relationships with the CITP (and other IT suppliers) account management teams.

**Accountabilities:****Financial authorities:**

- Authority to approve requisitions and expenses, up to agreed values for the authority level.

**Non-financial authorities:**

- Contributing to the overall collaborative working relationships with our CITP.

### Person specification:

- A strong track record of supplier management, including contract management and relationship management.
- An understanding of technology sourcing – including trends in BiModal, DevOps and Agile.
- Good stakeholder management skills.
- An ability to prioritise a demanding workload.
- An enthusiasm to establish/maintain an 'industry awareness' of trends in supplier management.
- Able to problem solve and facilitate solutions to disagreements.
- Desirable qualifications:
  - degree qualified
  - recognisable supplier management qualification, such as National Outsourcing Association, IACCM or other

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

### Our values in action

**Customer** – We always look through the customer lens. The logic of the customer is the logic of UCAS.

**Commitment** – When we commit, we deliver on time, quality, and budget, or we negotiate changed commitments for good reason. We never leave commitments uncovered.

**Team** – We work collaboratively. When we commit, we commit as an individual and as a team. We strive for and support team success as well as individual success.

**Outcomes** – We plan and do things to achieve outcomes. We define them, aspire to them, and deliver them.

**Agility** – We know we need to be agile when we look through the customer lens, when we make commitments, when we work in teams, and strive for the right outcomes.

**Extraordinary** – We are ambitious for our customers, for UCAS, and for our teams. We want more than ordinary outcomes – we strive to achieve extraordinary outcomes, extraordinary customer focus, and an extraordinary culture of high performance and quality of focus.