UNIVERSITY OF PLYMOUTH

Technology & Information Services

Role: Senior IT Supplier Manager

Grade: 7

Reports to: Head of IT Service Assurance & Compliance

Direct responsibility for: Supplier Management Team

Role Summary:

The Technology & Information Services Directorate (TIS) is responsible for the provision of centralised IT Services to the University. Most services provided by TIS involve some element of third-party service provided by one of the University's IT Suppliers, and currently the University spends about £6.5m annually on revenue IT Contracts.

As the Senior IT Supplier Manager, the role holder will lead the Supplier Management Team within TIS, directing the team's activities and ensuring that the University receives maximum value from the services provided by third-party suppliers. The role holder will be responsible for ensuring that Contracts are managed in accordance with University policy and best practice and will take an active role in the lifecycle management of major contracts within the team. That lifecycle will cover supporting the Procurement Department with the procurement of new and existing contracts, onboarding of suppliers, initial review of contractual documentation, invoicing, contract performance management, and contract renewal.

The role holder will be supporting colleagues in Finance and Procurement to ensure that all Finance and Procurement activities are compliant with current financial regulations and policies, ensuring the timely flow of information between the Supplier Management Team and the Finance and Procurement Departments.

The role holder will be coordinating with other TIS staff in relation to third-party provided services and will act as a point of escalation for service issues, ensuring that appropriate action plans are in place to ensure that service delivery meets expected standards.

- This job description provides a general reflection of the key accountabilities associated with the post; it is expected that the role holder will undertake any other reasonable activities to assist in efficient service delivery.

- Particular emphasis on key accountabilities and indicators of success will be defined in discussion between the individual employee and their manager as part of the University's PDR process.

TIS operates IT services aligned to the ITIL Service Management standard and the role holder will be the designated process owner for the Supplier Management process. As the process owner, the role holder will be responsible for agreeing KPIs for the process and identifying and managing activities for process improvement to ensure that the process remains optimal and delivers value to the University.

Key Accountabilities:

Accountability	Indicators of Success
• Own and manage the delivery and continuous development of an effective and flexible Supplier Management process in a way that reflects the University's values-based behaviours for leaders, to ensure efficient delivery of IT services by third party suppliers.	PDR feedback; Achievement of SLAs and KPIs relating to Supplier Management Process
• Leads and directs the operational workflow of the IT Supplier Management Team; measures and monitors performance to ensure that agreed targets and standards are consistently met	Achievement of SLAs and KPIs relating to Supplier Management Process
• Develops and coaches the team to deliver their best, providing feedback on performance to enable continuous development in line with the University's Performance Development Framework	PDR feedback
• Collaborate with University Stakeholders at all levels and University IT third-party suppliers to ensure that IT services are delivered in line with University requirements, which may vary from time to time, and provide optimum value for money	Achievement of SLAs and KPIs relating to Supplier Management Process
• Ensure that accurate and timely financial information is provided to Head of IT Service Assurance and Compliance and Finance Business Partners to update financial forecasts and planning	Achievement of SLAs and KPIs relating to Supplier Management Process
• Follows and promotes the appropriate financial and regulatory policies and procedures, ensuring necessary regulations and standards are adhered to	External Stakeholder Feedback
• Engages in research, projects and studies contributing to the strategic development of the University's IT Service	PDR feedback

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• Creates relationships and networks with customers partners, stakeholders and suppliers providing IT Service information and developing creative solutions for the Service	PDR feedback,
• All activities undertaken within this role will be compliant with the University's policies, including Health & Safety, Equality and Diversity, Ethics, Data Protection etc.	External Stakeholder feedback

Knowledge, Education and Training:

Desirable:
- Educated to Batchelor degree level or hold relevant Professional qualification (e.g. ITIL/CIPS/CIPFA) covering Supplier Management or Contract Management.
- Working knowledge of Microsoft Word/Excel/Teams/Sharepoint.

Experience:

Essential:
- Experience of leading, managing or supervising individuals/small team.
- Liaising with stakeholders face to face / by telephone / in writing.
- Experience of managing IT Supplier Contracts in an Enterprise environment.

Desirable:
- Experience of managing IT Supplier Contracts in an Education environment.
- Experience of Public Sector IT Procurement.
- Experience of working in a diverse and complex IT environment.
- Managing ITIL-based service management processes including supplier management.

Skills:

Essential:
- Ability to prioritise and complete work to deadlines.
- Excellent verbal and written communication skills.
- Negotiating and influencing skills.
- Ability to work as part of a team.

Desirable:
- People Management.
- Understanding of Project Management methodologies.

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- Attention to detail and methodical.

University of Plymouth Behaviours:

- Demonstrates self-leadership.
- Develops self and others to deliver.
- Leads and operates in times of change and ambiguity.
- Builds and secures value from relationships.
- Drives innovation and action.
- Creates and contributes to a shared vision.
- Uses sound business judgement.

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