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| **Role title:** | IT Vendor Manager | **Responsible to:** | Head of Data and Service Delivery  |
| **Division:** | Digital and Change | **Department:** | Data and Service Delivery |
| **Direct Reports and Level:** | IT Service Analyst | **Scope:** | TBD |
| **Scale:** | £TBD budget  |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 2 | **Role Family** | Group Corporate Functions  |

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| **Overall Role Purpose** |
| The IT Vendor Manager will have overall responsibility for the supplier management and governance process. They will develop the capabilities of the service providers and apply disciplined vendor management policies and govern within the MPS Vendor Management Framework to achieve the best business outcomes with strong vendor governance. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Contribute to the delivery of the Digital and Change (D&C) strategy and to the development and delivery of IT strategy to plan, cost and quality
* Provide leadership across Digital & Change and in particular Service Delivery to deliver on the overall corporate strategy, business performance, leadership of teams that reinforces the desired culture and delivery of strategic priorities.
* Lead the management and governance of vendors/suppliers within Digital & Change.
* Contribute to the evaluation, selection and onboarding of new vendors/suppliers.
 | * Corporate Strategic priorities Vs plan
* Division Plan delivery Vs plan
* Delivery of projects to plan
* MPS engagement index Vs plan
* MPS leadership index Vs plan
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| **Financial*** Ensure that vendor/supplier spend is within contractual constraints.
* Support the Executive Director – D&C and senior leadership team in setting and tracking the annual vendor/supplier spend ensuring alignment to finance and procurement processes/activities.
* Coordinate and have input into the creation of business cases and justification for vendor/supplier expenditure
* Contribute to the continuous improvement and maturity of MPS Vendor/Supplier management policies at MPS; and that procedures are understood and adhered to by staff carrying out the tasks of supplier management and where appropriate initiate appropriate training to rectify any non-conformance
 | * Operational budget Vs Plan
* Member numbers Vs plan
* Operational budget Vs Plan
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| **Member*** Monitor and provide robust challenge of emerging people risks and issues arising from business activities which fail to deliver appropriate and consistent outcomes for members or are likely to have a material adverse effect on the Group, its operation or financial security
* Seek opportunities to continuously improve ways of working and contribute to team, department and divisional continuous improvement projects aimed to drive operational efficiency and great member experiences and outcomes
* Always deliver fair treatment and outcomes for members and compliance with associated policies and standards set out by Council, its committees and delegated authorities.
 | * Net promoter score
* Member Feedback
* Member Experience Scores
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| **People*** Provide strong leadership to ensure the training, competence, performance and engagement of the IT Service Analyst ensuring they have clarity on their accountabilities and comply with all governance, policy standards and processes.
* Contribute with building a strong pipeline of talent and succession across Digital and Change for the benefit of MPS which will mitigate workforce planning risks and maximises the performance and potential of employees
* Act as a role model for best practice in demonstrating prioritisation process to enable best allocation of resource to create a managed flow to ensure the right skills in the right place at the right time.
* Develop colleague understanding of relevant processes and policies through on-going dialogue with colleagues and through periodic workshops.
* Take personal accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, policy standards and processes.
* Build key relationships with internal and external stakeholders as necessary, liaising on projects to enhance quality service and outcomes for members
 | * Compliance with Training and Competence Schemes
* Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan
* Engagement Index Vs MPS
* Leadership Index Vs MPS
* Strong Talent and Succession Plans
* HR Metrics – attrition, absence
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| **Risk*** Ensure appropriate business processes and controls are in place to support Digital and Change activity within risk appetite; comply with policies and regulatory requirements (as applicable).
* Contribute to an environment where all colleagues in D&C recognise the importance of adherence to policies and procedures, risk identification and management
* Identify and report risks and issues identified within D&C and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues.
* Adhere to business processes and controls which are in place to manage the Department within risk appetite; comply with policies and regulatory requirements (as applicable)
* Comply with applicable professional ethical guidance, external regulation and all relevant internal policy and procedures, including those relating to health and safety, data protection and IT security.
 | * Compliance with organisational Risk & Control policies and processes
* Audit Actions completed in line with agreed management response
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| **Responsibilities (RACI)** |
| * Support the transition of contract management to the central finance function
* Assisting in the development of contracts or other documents for third party suppliers in light with MPS procedures and alignment with those of the business (eg SLAs)
* Facilitating cross functional communication and work efforts between Vendor Managers and the Finance IT Category manager.
* Working with central procurement, ensure that any contractual disputes are dealt with in an efficient and effective manner
* Maintaining a process for dealing with the expected end, early end or transfer of a service
* Monitoring and reviewing supplier service performance against targets, identifying improvement actions as appropriate and ensuring these actions are implemented.
* Assist with the identification of new or changing supplier requirements, such as reviewing Request For Change to assess impact of changes on existing contracts
* Managing performance and mitigating risk for vendors aligned to High risk services.
* Evaluate new suppliers, including performing risk assessments and business impact analyses.
* Contribute to the categorisation of suppliers and contracts, including the identification of preferred suppliers
* Hold supplier service review meetings on a regular basis, ensuring remedial actions are taken when deficiencies are identified
* Manage the scheduled end of term of a contract (including its renewal or cessation), or its early termination
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| **Key Governance Responsibilities** |
| * Any necessary to undertake the accountabilities and responsibilities of the role
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Others |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Others |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Others |
| Commercial and Risk Thinking  | Leading Others |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * ITIL Service Capability – Service Offerings & Agreements
* ITIL Service Lifecycle – Service Design
 | * Good negotiating skills, especially when determining the contents of new contracts or managing contractual disputes
* Educational skills, providing training and guidance to staff involved in executing process activities
* Ability to work with, influence and communicate with all levels of staff within the organisation, and especially partners and other related third parties
* Excellent attention to detail
* Excellent written and verbal communication skills, especially in the creation of policies, procedures and management reports (such as reporting on metrics and key performance indicators).
 | * Previous Supplier vendor management experience across a large enterprise
* Experience of developing supplier contracts
* Practical experience of chairing meetings
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| **Desirable** | * ITIL Service Lifecycle – Service Transition
* Experience of ISO 37001 Anti-Bribery Management System
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