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| ROLE PROFILE | | | |
| Job title | Supplier Manager | Date | October 2024 |
| Business | Samworth Brothers Ltd | | |
| Department | Group IT | | |
| Location | Leicester or Cornwall | | |
| ROLE SUMMARY | | | |
| Samworth Brothers Group IT has a requirement for a Supplier Manager. There are a significant number of IT Suppliers and supporting contracts across the Group which require review  The Supplier Manager will be the key contact for new and existing supplier engagements, working alongside relationship owners and project teams to ensure that vendors & partners are chosen on the basis of both service and technical capability, that robust contracts are put in place and service level agreements are defined and maintained, and supplier risks are managed and continually reviewed. | | | |
| REPORTING STRUCTURE | | | |
| Reports to | Head of Procurement Indirects | | |
| Direct & indirect reports | N/A | | |
| Key internal stakeholders | IT Leadership Team, Procurement Leadership Team ,Group IT relationship owners,  Group Legal | | |
| Key external stakeholders | Third Party Partners, Business Project Sponsors, Business teams | | |
| SKILLS & ABILITIES | | | |
| Working closely with vendors, Group Procurement and Group IT relationship owners to:   * Create, facilitate and document consistent and structured supplier reviews, to ensure that Group IT are maximising the value of their partnerships in accordance with Group Procurement’s Supplier Relationship Management (SRM) process.   Creating and managing a total view of our partnerships, their value, status and renewal points, alongside opportunities to further our relationships or drive better value within them, in accordance with the Category Management process.   * Ensure that we have visibility across the Group and maximise economies of scale for site and Group wide initiatives. * Monitor vendor risk management commitments and deliverables. * Develop, implement & monitor Service Level Agreements for all assigned Suppliers. Hold our partners to account for these. * Facilitate and participate in supplier assessments to evaluate and monitor supplier capability, capacity and business health. * Coordinate vendor selection and negotiation processes, ensuring that all steps are correctly taken and documented through the Procurement RFP and contract processes. Ensure key contractual points are included from both Service and Security perspectives. * Assist with planning and creating vendor management policies and procedures. * Resolve key contractual, service assurance and escalated contractual issues as appropriate. * Provide expertise / consultancy to our support teams, programmes and projects in relation to Supplier engagement / management. * Attends a twice monthly meeting with Group Procurement (Indirects) and IT to ensure alignment on all projects. | | | |
| KNOWLEDGE & UNDERSTANDING | | | |
| * Highly effective communication & presentation skills. * Strong management skills. * To be able to influence stakeholders at all levels. * Excellent Supplier relationship management skills. * Strong negotiation skills, with the ability to maintain professional relationships. * Identifies opportunities for improvement and drives them forward. * Clear rationale to decision making and a reasoned approach in recommending strategic action and when to escalate. * Confident and collaborative approach in building good working relationships, willing to listen to and involve others. * Good time management skills and the ability to prioritise effectively between tasks * Microsoft Computer with specific knowledge of Excel and Powerpoint. * Strong analytical skills with ability to manipulate and provide insight from large and varied volumes of data. | | | |
| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE | | | |
| **Qualifications:**   * Graduate level preferred * CIPS qualification preferred * Full driving license   **Experience:**   * Minimum of 3 years’ experience working within a procurement function or managing IT suppliers * Need to demonstrate the ability to deliver the highest performance standards for self and team. * The desire to succeed; and a positive “can do” attitude that positively influences the wider peer group and senior managers. | | | |
| CORE COMPETENCIES, ATTRIBUTES & BEHAVIOURS FOR SUCCESS | | | |
| **Competency** | **Descriptors** | | |
| Values People | *Demonstrates the belief that people are our most important asset and central to the success of the organisation. Everybody should be treated with dignity and respect at all times.* | | |
| Customer Focus | *Is passionate about quality, striving to continuously make a positive difference for our customers and our consumers.* | | |
| Collaborative Team Working | *The willingness to act as part of a team and work towards achieving shared objectives through adopting best practice in line with our Purpose Statement and Company Values.* | | |
| Flexibility & Adaptability | *The ability to change and adapt own behaviour or work procedures when there is a change in the work environment, for example as a result of changing customer needs.* | | |
| Initiative & taking ownership | *Steps up to take on personal responsibility and accountability for tasks and actions in line with our Purpose Statement and Company Values.* | | |