

## PROCUREMENT CONTRACT MANAGER

**Job purpose:** Procurement and vendor management through the provision of end to end contract management for new and existing contracts.

### Key Accountabilities

#### Procurement

- To lead the procurement of required items or services and support the management teams to deliver those services to the business. This will include all aspects of procurement including production of procurement strategies and plans and management of the procurement aspects of those plans, such as tender documents, scoring matrices, risk profiles and other such documents as required.
- To be responsible for making independent decisions and recommendations on best purchasing practices, in line with the business' needs and industry standards.
- To manage and develop the TLS Group and SRA Approved Suppliers Lists by ensuring timely reviews of contacts and continued/sustained delivery of quality goods and services that support the functions of the Group.
- Renewal of existing contracts, management of day to day supplier relationships, supplier performance management, supplier exit, contract management of service and exit and decommissioning.
- To correctly assess client requirements at all levels for goods and services and provide expert procurement advice, ensuring best purchasing practices and recommendations on the commercial and risk implications.
- Produce pipeline plans for the procurement of items and services in your area, including renewal timelines, new projects and procurements, identification of potential savings or cost avoidance, leverage of suppliers or rationalisation of suppliers to add greater value, in line with team and business objectives.
- Ensure contract sign off is achieved through the correct internal channels.

#### Supplier Relationship Management

- Manage existing and new supplier relationships to include supplier performance management, leading service reviews, lead on service improvement and continuous improvement initiatives (with the delivery team).
- As part of ongoing review of suppliers performance, undertake commercial reviews and initiate service improvement plans if required, work with finance to ensure payments under the contract are properly made following milestone review and sign off or delivery.
- Leverage stronger working relationships with key or strategic suppliers to ensure services are delivered as per our contract agreement but also any added value can be delivered via the relationship.
- Understand the suppliers' capabilities so that existing supplier relationships can be leveraged thus containing procurement costs.

#### Contract management

- Ensure both the supplier and the customer dependencies are being met and manage any deviations from the agreement, through the use of deliverables and obligations matrices.
- Advise the business teams on contract terms and their meanings and relevance, respond to business queries around contractual terms (supported by legal where required).
- Ensure the contract change process is followed and understood by the business.

- Work closely with the project or BAU teams to ensure they fully understand contractual customer dependencies and commercial terms prior to contract award and signature.

#### **Team support**

- The Procurement Contract Manager will support the requirements of the business in relation to procurement contract and vendor management. You will be supported by the Procurement Contract Assistant and the Procurement Contract Administrator and will work closely with team members to ensure the team delivers a quality end to end service.

#### **Customer Relationship Management**

- Build strong working relationships with our internal clients and other general requirements who receive the service i.e. Finance, Library, Commercial Affairs.

#### **Management Information**

- Produce timely and accurate management information and support the Head of Procurement Contract Management in the provision of accurate reporting information including monthly reporting and organisational KPIs
- Develop a set of KPI's and/or objectives for your area and your personal development (aligned with the team KPI's) to enable performance review, reporting and continual improvement.

#### **Risk**

- Lead and manage the risk management process for the procurement of goods and services and supplier relationship management ensuring that all risks facing the function are identified, documented and mitigated. Liaise with internal audit to ensure all audit actions in relation to general procurement activities are understood and closed.

### **Knowledge, Skills & Experience**

#### **Essential**

- Experience of leading the procurement of and management of contracts.
- Strong commercial management skills
- Extensive experience in research, planning and analysing suppliers for strategic and tactical purchases
- Proven experience of managing and developing 3rd party supplier relationships, ensuring commercial risk and analysis profiles are fully understood.
- Proven experience of interpreting contracts (with legal support where required).
- Ability to analyse and interpret complex issues and present them in a clear and concise written form.
- Experience of working with suppliers to continually improve services.
- Articulate with good communications skills, capable of dealing at a business level with senior managers, key customers and key suppliers.
- Ability to solve problems creatively and effectively and support this in others.
- Experience of reviewing contracts to break down deliverables and obligations and to enable a recommendation on areas where savings can be made or services delivered more efficiently.
- Strong negotiation skills.

#### **Desirable**

- Degree or equivalent qualification.
- Proven experience of monitoring provider performance against SLAs and KPIs.

### **Organisation Chart**

- Proven experience of on boarding new suppliers and implementing the agreed governance model.
- Proven experience of inputting into service improvement plans.
- Proven experience of managing supplier exits.
- Coaching and influencing skills – to support others in their understanding of and adherence to contract procedures.
- Member of the Chartered Institute of Purchase and Supply
- Project Management skills.

### Planning & Organising

### Dimensions