Job Description – Contract & Performance Manager

About the Role

As IT benefits from closer working relationship with its suppliers and calls on them to work in a partnership, there is an increased need to manage the contract and performance of multiple IT suppliers. This role will be a critical function within IT requiring close liaison with the unit’s Finance Business Partnering team and the Procurement team located in Finance and Business Services.

The post will be responsible for managing the contract and performance of IT suppliers. They will create Statement of Works (SOW), the legal contract between the OU and its partners and any amendments to these. They will be responsible for the management of all IT contracts and bring all IT related contracts under their responsibility. They will liaise with the unit’s Finance Business Partnering team and the Procurement team to ensure compliance with the relevant procurement policies and rules and ensure all engagements abide by this.

They will suppot sourcing activities (tenders and requests for quotations), working closely with Finance Business teams and Procurement Services.

They are responsible for driving value from contracts and analysing the performance from these contracts.

They will have devolved responsibility for budget management, forecasting and trend analysis of these contacts.

Key Responsibilities

a) Software Licence Management (SWLM) through proactive monitoring, reporting and escalation if needed.

b) Ensure the delivery of the IT Contracts are monitored and maintained for specific IT vendors to the levels defined within agreed SLA’s, outcomes and contracts.

c) Act as an escalation point for the delivery of contracted obligations for the group of vendors you will be responsible for ensuring effective and timely communication back to key stakeholders.

d) The writing of SOW’s and Change Requests (CR), ensuring their compliance and deliverables are met.

e) Overseeing the contractual outcomes and milestones of SOW’s, ensuring that OU dependencies are met and key stakeholders are engaged.

f) Budgetary management – receipting goods and services received, working with the Finance Business Partnering team to produce accurate budgets/forecasts and trend analysis in particular for SWLM.
g) Optimising contract value from the current suppliers / frameworks. This will be achieved through a consistent approach to contract management, Service Level Management and Relationship Management.

h) To work within IT and the business to embed a commercial culture within the organisation

i) To ensure compliance with all University and IT policies, including Information Security and provide support and guidance of these to all suppliers

j) To write/comment and seek approval for new contracts and renewals and to apply governance over the receipting of goods and services received to facilitate payment of invoices. They will need to maintain a robust audit trail.

k) To manage the implementation of process improvements including a lesson learned format, a project/resource review and feedback template and a mechanism for tracking our responsibilities under the current legislative and regulatory requirements. To manage risk and mitigations against these.

l) To be the initial point of contact for relationship level escalations

m) Building effective relationships with Procurement, Business Partners and other suppliers to drive value from the engagements.

n) Supporting IT Delivery Managers and other colleagues in working with suppliers, managing challenging discussions, reducing expose to change requests and ensuring best value.

o) Identifying and mitigating commercial risks, ensuring compliance with legislative and regulatory requirements.

p) Ensuring commercial governance meetings are held, ensure benefits and values from contracts are tracked and delivery and to progress commercial issues and risks promptly.

q) Owning the contract performance review process with each supplier, strategically analysing the MI that they provide.

r) Work with stakeholders across IT to ensure effective partnerships to achieve maximum value from vendors and resolve key contractual, service assurance and escalated contractual issues for those vendors.

s) Help reduce spend on IT Services by driving value for money from all suppliers regardless of category/service.

Skills and Experience

Essential [E]

- Significant IT management experience across SWLM in a commercial / vendor role.
- Deep technical expertise in Outsourcing, financial management and commercial value realisation.
- Working / general technical knowledge of relevant technical area of responsibility.
- Experience of sourcing from the global IT market / industry.
- Commercially experienced.

Desirable [D]

- Minimum Degree educated.
- SFIA Supplier Relationship management Level 4 / 5 and ITIL Foundation in IT Service Management.
- Responsible for the management of components of vendor spend, both in relation to IT investment and IT operating costs for a group of IT vendors
- Experience of public sector sourcing