

JOB DESCRIPTION

Ref:

NOTE: *This Job Description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Jobholders should be consulted over any proposed changes to this Job Description before implementation.*

JOB TITLE: Supplier & Contracts Officer

REPORTS TO: Supplier & Contracts Manager

DEPARTMENT: Information Systems and Support (ISS)

GRADE: **NG5**

PURPOSE

To plan, manage and report on University commitments for IT Contracts and Third Party Supplier arrangements for goods and services across the ISS department, ensuring optimal quality and value for money. To provide professional advice and guidance across all teams within ISS and ensure contract and procurement compliance within the University's Financial Regulations.

PRINCIPAL ACCOUNTABILITIES

1. To be responsible for the planning and active management of an accurate register of all ISS contracts and suppliers, encompassing supplier information, account manager and helpdesk information; contractual obligations, software licence allocation, agreed service levels, review dates and notice periods, continuously review, update and advise managers on options as contracts near their end.
2. Plan and proactively manage a distinct portfolio of contractual reviews within a timely manner as end dates approach, proposing recommendations and options for contract renewal or serving notice, ensuring teams within ISS are aware of and are completing all the necessary actions to ensure compliance. Review quotations and proposals from suppliers to ensure maximum value for money is sought, create and maintain appropriate records, resolve queries as they arise and escalate as needed to the Supplier and Contracts Manager.
3. Manage the annual teaching software renewal process, providing advice and guidance to academic colleagues across the University to ensure compliant procurements take place. Work with the Enterprise Systems Operation team to identify licence usage and allocation and assess this is within contractual limits. Manage all supplier engagement to ensure spend is in line with relevant budgetary constraints, provide regular monitoring reports including spend analysis to the Supplier and Contracts Manager.

4. Provide professional advice and guidance on all end-to-end purchasing activities undertaken by all teams within ISS, and for IT purchases undertaken by teams in other departments, for both planned and ad hoc work to ensure compliance with University Financial Regulations. Ensure procurement process is adhered to, following up any queries or issues as they arise and request purchase orders (POs) be raised for ISS contracts, and ensure all relevant information has been captured, sharing POs with suppliers in a timely fashion.
5. Identify potential for value saving across the contract portfolio, including for day-to-day purchases, highlighting options and making recommendations to the Supplier and Contracts Manager for contractual changes and implement any agreed actions.
6. Plan, co-ordinate and facilitate all stakeholder engagement during Tender activities, including supplier demonstrations and internal stakeholder meetings. Capture and manage a record of all clarification questions asked in each direction and ensure these are answered and resolved before contracts are presented, draft and agree communications to stakeholders throughout the process with the Supplier and Contracts Manager.
7. Prepare procurement plans and documentation for new purchases, from the commencement of the tender process through to post-contract award, for both tactical capital projects and business as usual, ensuring compliance with the University's procedures and European Union procurement regulations, liaising with the University's central Procurement team as appropriate.
8. Prepare contract documentation in relation to new or updated contracts, ensuring compliance with the University's procedures and legal obligations, especially in respect of Information Security.
9. Plan and proactively manage a distinct portfolio of regular supplier reviews, including organising meetings, co-ordinating the submission of reports on KPIs, SLAs and other supporting contractual elements, recording where service credits need to be applied and ensuring suppliers uphold this in annual renewal quotations. Record actions from review meetings and co-ordinate their completion across both suppliers and other ISS Team Leads.
10. Work with Project Managers in the Digital Transformation team to ensure future Operational Expenditure costs are taken into account as part of project planning; and that future year's budget forecasts are updated accordingly.
11. Undertake such tasks as appropriate within the post holder's competence as required from time to time by the line manager.

CONTEXT

ISS delivers a comprehensive portfolio of digital services to the University's user community of ~20,000 students and colleagues across a number of sites in the West End of London and Harrow. The role of Supplier & Contracts Officer reports to the Supplier & Contracts Manager within the Digital Transformation team. With a key role in ensuring the department delivers real value for money, you will be responsible for monitoring supplier performance, identifying supplier improvement initiatives and maintaining the contracts database that underpins the department's portfolio. The Supplier and Contracts team manages circa 250 contracts totalling £8m of annual spend on behalf of the wider University.

The Supplier & Contracts Officer will engage widely with colleagues in ISS, as well as with colleagues in the wider Professional Services departments, and academic Colleges. The role holder would be expected to work closely with the University Procurement department, ensuring consistent application of processes and financial regulations.

DIMENSIONS

Staffing: The post holder will have no direct line management responsibility but will be required to work closely with all service areas within ISS, providing advice and guidance on procurement regulations and contractual obligations in line with University wide procurement policies. The post holder will also be required to liaise with a number of key individuals across the organisation as well as managing external professional consultants and contractors.

Budget: The post holder will have no direct budgetary responsibility but will be involved in the preparation and maintenance of contracts of significant value.

Hours: The post holder will work 35 hours per week between the service hours of 08:00 and 18:00, the post holder may be required to work evenings and weekends from time to time where project/operational needs demand; this will be agreed by prior arrangement.

Location: All University appointments are made on the understanding that colleagues may be asked to serve at any of the University's sites should the need arise. The post holder must also work in accordance with any agreed service levels.

Professional Development: The University of Westminster is committed to continuous professional development, and the post-holder will be encouraged to participate in professional activities and to develop new skills where necessary.

Health and Safety: The post holder is required to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others

PERSON SPECIFICATION

	Essential Criteria	Desirable Criteria
Qualifications	<p>A degree or equivalent qualification in a relevant subject, or demonstrable and significant relevant knowledge and experience</p> <p>Relevant professional qualification e.g.: procurement; project management, CMI or similar or equivalent experience</p> <p>CIPS level 3 or above, or equivalent experience</p>	
Training and Experience	<p>Experience of capital project or revenue contracts management, including the preparation of complex technical specifications and SLAs</p> <p>Experience of preparing technical tender documentation including ITTs, RFQs, Post-award reports</p> <p>Knowledge and practical experience of public sector procurement processes, along with the practical application of relevant legislation.</p> <p>Experience of working with suppliers to review SLAs and KPIs and preparing associated documentation</p> <p>Proven experience of contract management and administration within a large organisation.</p> <p>Experience of providing advice and guidance to a range of stakeholders.</p> <p>Experience of working in a large multi- site organisation</p> <p>Demonstrable ability to influence stakeholders at all</p>	

	<p>levels, promoting compliant procurement practices.</p> <p>Practical experience of planning procurement activities as part of a wider hardware or software implementation project</p> <p>Evidence of working independently to high professional standards</p> <p>Competent in the use of computerised systems to manage contracts and suppliers</p> <p>Experience of managing contractors, external professional advisers and internal clients to achieve value for money</p>	
<p>Personal Attributes</p>	<p>Able to form relationships quickly with internal and external partners at various levels of seniority</p> <p>Able to effectively manage conflicting priorities and challenging workloads maintaining focus on agreed objectives and deliverables, monitoring progress against targets</p> <p>Able to work flexibly by taking account of information or changed circumstances, modifying understanding of a problem or situation accordingly</p> <p>Able to deal sensitively, patiently and diplomatically with complex and emotionally charged situations</p> <p>Able to identify and manage customer needs and expectations, keeping them in mind when taking actions or making decisions</p> <p>Well planned and organised, being able to break down a</p>	

	<p>course of action into smaller steps making allowance for potential problems</p> <p>Able to identify gaps in available information required to understand a problem or situation and to devise means of remedying such gaps</p> <p>Demonstrable high level of communications skills, both written and oral</p>	
<p>Personal Attributes</p>	<p>Keeness to research current marketplace and keep up to date with commercial and regulatory developments</p> <p>Methodical, calm and clear-thinking under pressure</p> <p>Flexibility to work out of hours on occasion to meet user or service expectations</p> <p>Fully committed to creating a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable</p>	

May 2022