

# CANDIDATE PACK

## Supplier & Contracts Lead

Digital and Technology Services

UNIVERSITY OF  
WESTMINSTER 



# OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



# OUR PRIORITIES

The University's 2022-2029 strategy, *Being Westminster*, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

## WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

## INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

## SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



# OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

## EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

## RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

## EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

## GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



# OUR STRUCTURE

## ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

### Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

### College of Creative Arts and Technologies

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

### Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

## PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement and Graduate Futures Directorate
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Digital and Technology Services
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services
- Research and Knowledge Exchange Office
- Graduate School
- Learning Innovation and Digital Engagement



# JOB DESCRIPTION

**Job Title: Supplier & Contracts Lead**

**Reports to: Head of Digital Transformation**

**Department: Digital and Technology Services**

**Grade: NG8**

## ROLE PURPOSE

To lead on all aspects of financial and contractual commitments for IT spend including both capital and recurring revenue expenditure. To provide expert knowledge and leadership for all procurement activity within Digital and Technology Services (DTS) owned budgets ensuring optimum quality, full statutory compliance, and best value for money. To be the University-wide lead for procurement and compliance advice in relation to DTS procurement activities ensuring these remain in line with DTS, Financial Procurement and University-wide strategies. To be responsible for ensuring best possible terms for the University, maximising commercial and reputational returns and helping to embed a culture of high performance across the University.

## PRINCIPAL ACCOUNTABILITIES

1. To own and lead on the DTS master programme for all contractual spend within approved capital and revenue expenditure budgets. To have the overview of all commercial contracts within DTS and ensure that these remain in line with DTS Strategy, University financial procurement strategy and the overall University strategy. To have overall responsibility for negotiating and successfully achieving financial savings within contract awards, maintaining a register of value delivered and savings made and delivering regular reports to senior colleagues to highlight achievements.
2. To be responsible for compliance with all relevant statutes, regulations and sector standards for University procurement and associated commercial activities, including regulations covering Higher Education and Charities, and in keeping with current requirements and sector innovations, recommending and updating internal processes, policies and regulations as required, ensuring full conformance to the University financial regulations.
3. To review, negotiate and execute all contract documentation and procurement plans from the commencement of the tender process through to the award of contract for revenue and capital projects and business as usual renewals ensuring that key requirements for data security, accessibility and other IT specific compliance elements are included as appropriate. To drive forward procurement processes ensuring that all DTS contracts align to University-wide values on diversity, inclusivity and accessibility and that these values are at the heart of all awarded contracts, where necessary influencing suppliers to ensure a values-based culture is embedded within contracts and services.



4. To develop and maintain strong relationships with key suppliers, resulting in improved resilience of priority supports and services, where necessary influencing suppliers to agree to more advantageous terms and key deliverables and outcomes. To ensure that key contractual obligations and risks are highlighted to both approved suppliers and internal stakeholders and monitoring these as appropriate through regular report submissions to the relevant Risk Management Board. To work with internal stakeholders to advise and influence them to ensure agreement with the most appropriate suppliers and terms as benefits the University in terms of value for money, deliverables and working only with companies aligned to our values.

5. To have an overview of all DTS contractual arrangements, and to continuously monitor and review these arrangements to ensure on-going value for money and that suppliers are delivering against agreed standards and expected performance. To take the lead on working with appointed partner suppliers to implement and monitor contractual obligations and to take the lead in intervening in situations of non-performance or contractual breach. To highlight areas of risk to the University through regular report submissions to the relevant Risk Management Board where contracts or performance fall short of required outcomes, and to mitigate those areas of risk with implemented solutions to ensure on-going high performance for the University.

6. To maintain a comprehensive contract register detailing all financial and contractual obligations including renewal dates, procurement routes and compliance information, ensuring that contract renewal and end dates are monitored and proactively managed, working with colleagues across DTS and other departments to ensure high level planning well in advance of renewal and end dates to ensure services are delivered to the highest possible standard, remain current, accessible and value for money for the University. initiate contractual reviews within a timely manner as end dates approach, managing the expectations of Suppliers, teams within DTS and relevant stakeholders within Professional Services and Colleges. To work with Business Owners to advise them on possible options going forward for changes or adaptations to services or suppliers and ensure they are aware of up-to-date guidance in their area of what high performing service delivery should look like. Ensure that diversity, inclusion and accessibility are at the forefront of conversations with internal stakeholders when considering options for future supplier relationships. To actively seek feedback from internal stakeholders and ensure this is included in any conversations with current or future suppliers, to ensure on-going satisfaction and buy-in across the University.

7. To ensure there is an overall roadmap of contract activity so that associated systems can be aligned and managed together where appropriate to achieve better service delivery and value for money, and so that there is always a high level awareness of potential "points of pain" in terms of system renewal and end-dates e.g. high level systems requiring new contracts in a similar time period and the impact on DTS and other University resources in order to achieve this. Highlighting well in advance any risks associated with the roadmap of



renewals and ensuring mitigation is in place to manage these risks. To ensure the procurement of new systems is built into the roadmap of activities and planned to align with any other procurement requirements and resources through the Portfolio Review Board and associated planning processes.

8. To prepare procurement plans and documentations for new purchases, from the commencement of the tender process through to post-contract award, for both capital projects and business as usual, ensuring compliance with the University's procedures and UK Government Procurement Regulations, keeping up with training related to UK industry standard policy and latest regulation related to purchasing. To advise internal and external stakeholders on best practice and current and future trends to ensure contract agreements are in line with both current and future legislation and best practice in the sector. To work with the University's central Procurement team as appropriate to ensure a consistent approach to contract negotiations and practice and that all contracts agreed across the University are aligned to the wider procurement and University strategy

9. To carry out Service Level Agreement (Underpinning Contract) negotiations with all third-party suppliers ensuring that appropriate SLAs are included as part of the contract. To also ensure that the UC supports internal SLAs with DTS customers; that appropriate KPIs are included in order to measure performance.

10. To liaise with and monitor the contractual arrangements with the University's appointed partnering contractors and to implement the University's contractual obligations contained within the Contracts; to ensure DTS colleagues within the other areas of Service are also maintaining their contractual obligations.

11. To undertake such tasks as appropriate within the post holder's competence as required from time to time by the line manager.

## CONTEXT

DTS delivers a comprehensive portfolio of ICT 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 Manager reports to the Head of Digital Transformation. With a key role in ensuring the department delivers real value for money, you will be responsible for establishing standards, monitoring and accounting for supplier performance, driving supplier improvement initiatives and managing and developing the contracts that underpin the department's portfolio.

The Supplier & Contracts Lead will engage widely with colleagues in DTS, Professional Services and the wider University. A key focus will be to work with colleagues in DTS to create a cycle of contractual review to drive customer satisfaction with suppliers and technology; and to develop the systems, processes and capabilities to deliver on these, within an environment of continuous service improvement.



## DIMENSIONS

**Staffing:** The post holder will have line management responsibility for the Supplier and Contract Officer.

**Budget:** The post holder will have no direct budgetary accountability but will lead in the forecasting, monitoring and recording of revenue spend in relation to suppliers across the department's capital (c.£11mn) and recurring revenue (c£7.5mn) budgets.

**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

## QUALIFICATIONS

### Essential

A degree or equivalent qualification in a relevant subject, or demonstrable and significant relevant knowledge and experience.

Relevant professional qualification e.g.: procurement; project management, CMI or similar or extensive practical applied experience.

CIPS level 5 or above or extensive practical applied experience.

### Desirable

A postgraduate degree in a relevant subject, or demonstrable and significant relevant knowledge and experience.

MCIPS qualification.

## TRAINING AND EXPERIENCE

### Essential

Substantial successful experience of multi-£million capital project and revenue contracts management, including the preparation of complex technical specifications, cost plans and business benefits proposals to evidence positive ROI.

Experience of preparing technical tender documentation including ITTs, RFQs, Post-award reports.

Experience of managing and successfully delivering within public sector procurement processes.

Successful experience of negotiating with suppliers on contractual terms including SLAs and KPIs and preparing associated documentation.

Evidence of having achieved substantial savings and/or value for money for a large organisation.

Experience of working in a large multi- site organisation and ability to work with multiple stakeholders who may not always be from a technical background.

Demonstrable track record of working with managers at different levels on digital strategies and activities.

High level working knowledge of current procurement and financial legislation and sector trends and proven experience to appropriately apply these in practice.

Proven successful experience of extensive contract overview planning including project experience.

Proven knowledge of the end-to-end contractual process with a record of success in delivering a high-quality service.



Significant experience advising on and having responsibility for regulatory compliance and contractual services in a large organisation.

Successful experience advising on and mitigating areas of risk.

Experience of providing support, advice and services to a wide range of customers, achieving buy-in to a recommended course of action.

Successful experience of advising colleagues and external partners within field of expertise, with the ability to persuade others to take a different course of action where necessary.

Proven ability to balance the needs of individuals against the needs of the organisation.

Evidence of working independently to high professional standards.

Evidence of involvement in strategy and policy development, including analytical and policy/report writing.

Evidence of working with specialist and professional organisations, demonstrating an understanding of their issues.

Competent in the use of computerised systems to manage contracts and suppliers.

Extensive knowledge building effective supplier relationships, including managing poor performance.

Thorough knowledge of current Health & Safety requirements.

Proven ability to effectively manage contractors, external professional advisers and internal clients to achieve value for money.

## **APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES**

### **Essential**

Ability to effectively manage conflicting priorities and challenging workloads maintaining focus on agreed objectives and deliverables, monitoring progress against targets.

Ability to work flexibly by taking account of information or changed circumstances, modifying understanding of a problem or situation accordingly.

Ability to deal sensitively, patiently and diplomatically with complex and emotionally charged situations.

Able to identify and manage customer needs and expectations, keeping them in mind when taking actions or making decisions.

Well planned and organised, being able to break down a course of action into smaller steps making allowance for potential problems.

Able to identify gaps in available information required to understand a problem or situation and to devise means of remedying such gaps.

Demonstrable high level of communications skills, both written and oral.



Demonstrable ability to work effectively as a member of a team, to high professional standard and tight deadlines.

Must share and exemplify the University's values.

Comfortable with working both in a tightly knit team, and individually on a discrete portfolio of work.

Preference for openness and transparency.

Positive about the benefits of change.

Comfortable with ambiguity and rapidly changing agendas.

Keenness to research current marketplace and keep up to date with commercial developments.

Methodical, calm and clear-thinking under pressure.

Flexibility to work out of hours on occasion to meet user or service expectations.

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.



# HOW TO APPLY

To apply for this vacancy, please visit our [vacancies page](#) where you will be able to register as a candidate and complete your online application.

You will be requested to upload a CV which will be used to populate relevant sections of your application. You will also be requested to complete a concise statement in support (ideally no longer than 1000 words), addressing the criteria in the Person Specification and your motivation for applying.

**The deadline for receipt of applications is 11.59pm on 21 June 2026.**

**Interviews will take place on 1 July 2026.**

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

*The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.*



# OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





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