

Role Description

Role Title: Supplier Relationship Manager – Digital Services

Location: Yeovil / Agile

Grade: 9

Main purpose

The Supplier Relationship Manager role will be responsible for ensuring that all external contracts with suppliers meet the organisation's needs to deliver digital change and services.

Working closely with the Procurement Specialist to ensure that a consistent approach is aligned to the wider procurement strategy, the postholder will also be responsible for managing the full commissioning lifecycle for all digital and technology requirements. This includes defining strategy, procuring new services, managing relationships, monitoring contracts and delivery levels and performance throughout the life of a contract to deliver best value.

The postholder will work closely with the Strategy and Architecture Specialist and the Service Delivery Specialist to ensure that necessary contracts are established in a timely way to deliver change and services.

Key tasks

- To ensure that full supply chain benefits are obtained from all Digital/IT Suppliers and contracts within SSDC.
- Review the adequacy of contractual terms and commercial benefits to ensure supplier goals align with organisational needs.
- Negotiate on behalf of the organisation as required.
- Ensure requirements for new contracts are clearly defined and aligned with the organisation's strategic plans and priorities.
- Review and perform a risk analysis of suppliers and contracts on a regular basis and implement appropriate business continuity and resilience measures.
- Ensure all parties abide by contractual terms throughout the lifecycle of the contract.
- Provide the commercial expertise to interpret and resolve contractual issues and disputes.
- Build collaborative relationships with suppliers to drive strategic value beyond pricing.
- Assess the suppliers' viability and coordinate formal evaluation and benchmarking of supplier performance.

- Provide specialist commercial and supplier management expertise to support the activities of SSDC.
- Responsible for commercial relationships with suppliers.
- Use operational performance data to carry out review meetings with suppliers.
- To input to other Council strategies, policies and ambitions as necessary.
- In addition, all staff are required to:
 - Carry out duties in a safe and proper manner both for themselves and for the wellbeing of others.
 - Provide a good level of customer care both within the Council and for the public/ external bodies.
 - To carry out duties in accordance with the Council's Diversity/ Equality policy.
 - To assist in such other duties as may be allocated for the benefit of the organisation and their own personal development.
 - In pursuing a practice of continuous improvement and in seeking to ensure best value in all aspects of the service, take a positive approach to finding new ways of working and to using opportunities offered by technological change.
 - Support and participate in arrangements and activities to fulfil the Council's Civil Contingency and Emergency Planning arrangements.

Personal Specification

Professional and educational qualifications

Essential	Desirable
Appropriate degree or equivalent level of experience in this field	MCIPS or equivalent

Experience

Essential	Desirable
Familiarity within the Digital/IT environment within a medium sized organisation for a significant period of time	Working in a matrix environment where cross team and corporate working are essential
Experience of working with major IT suppliers leading the development of contracts for new supplies and services	Experience of partnership working and collaborative planning
Preparation and presentation of reports	
Experience in dealing with service users and stakeholders	

Key Skills

Essential	Desirable
Strong commercial skills, with the ability to drive value from suppliers	Able to exploit the use of new technology
Practised relationship management skills, operating at senior levels	Project and/or change management
Able to interpret complex data to manage service performance	Able to work with teams across an organisation to improve services
Strong negotiation skills, operating in a commercial environment	
Proactive with commitment to provision of excellent customer service	
Ability to prioritise, meet deadlines and work effectively under pressure	
Good communication skills –written, verbal including report writing, presentation and influencing skills	
Verbal reasoning	
Negotiation	
Investigative skills	
Decision making and problem solving	
Committed to high standards of performance and quality	
Team working	
Microsoft Office	
Flexible and resourceful	
Proficient in relevant IT applications	

Knowledge

Essential	Desirable
Good working knowledge of legislation and developments within the specialism	Project and/or change management
Equalities policy and procedure	Good knowledge of terminology and acronyms used by service areas
Familiarity with the full commissioning lifecycle	Understanding of public sector procurement rules and standards



South Somerset District Council

Comprehensive oversight of the IT market place and current trends in technology	Broad knowledge of 'systems' used in local authorities
Contracts and procurement methods and practices	