



## Position Description: Vendor and Contract Manager ITS

### Position Details

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<b>Position Title:</b>	Vendor and Contract Manager ITS
<b>Position Number:</b>	50073290
<b>College/Portfolio:</b>	Operations
<b>School/Group:</b>	Information Technology Services / Planning and Resources
<b>Campus Location:</b>	Based at the Melbourne campus, but may be required to work and/or be based at other campuses of the University.
<b>Classification:</b>	Hew 8
<b>Employment Type:</b>	Continuous
<b>Time Fraction:</b>	1.0

### RMIT University

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RMIT is a leading multi-sector university of technology, design and enterprise with more than 91,000 students and 11,000 staff globally. We offer postgraduate, undergraduate, vocational education and online programs to provide students with a variety of work-relevant pathways.

Our purpose is to offer life-changing experiences for our students, and to help shape the world with research, innovation, teaching and industry engagement. With strong industry connections forged over 130 years, collaboration with industry remains integral to RMIT's leadership in education, applied and innovative research, and to the development of highly skilled, globally-focused graduates.

With three campuses in Melbourne (Central Business District, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia, Sri Lanka, Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent.

We are also committed to redefining our relationship in working with and supporting Aboriginal self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous

and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation

We're proud to share with you:

- The launch of our second **Reconciliation Plan for Dhumbah Goorowa**– a “**commitment to share**” - **an important step in our reconciliation journey**.
- RMIT University is an **Athena SWAN** member with Bronze Award accreditation and the College of Science, Engineering and Health is central to driving improvements in gender equality, diversity and inclusion, particularly in the Science, Technology, Engineering, Mathematics and Medicine (STEMM) disciplines.
- RMIT was placed **10th in the 2019 Randstad Employer Brand Research Awards**, up five spots from 2018.
- We were named as an **Employer of Choice for Gender Equality** by the Workplace Gender Equality Agency in 2019.
- We achieved **Gold Employer status for LGBTIQ** inclusion in the Australian Workplace Equality Index (AWEI) in 2018 and now in 2019.
- We were recognised as a **top five employer in 2018 for workplace accessibility** with the Australian Network on Disability.

### **RMIT Standings in university rankings**

RMIT has a deep commitment to innovation, research and teaching, we are a 5-Star university under the QS Stars international evaluation system and are **238th globally in QS World University Rankings 2020** (moved up 12 places compared to 250th last year), being also 32nd in the world among universities less than 50 years old (2014 QS Top 50 Under 50 index). Additionally:

- In the 2019 QS World University Rankings by Subject, RMIT was positioned 12th in the world (highest ranked in Australia) in Art and Design, 22nd in the world (fourth highest in Australia) in Architecture and the Built Environment, and 37th in Media and Communications. We are also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Mechanical, Mechanical, Aeronautical and Manufacturing); Accounting and Finance; and Business and Management Studies).
- In the 2018 QS Rankings by Subject, RMIT was ranked 11th in the world and number one in the Asia Pacific for Art and Design, and 26th in Architecture and the Built Environment. RMIT is also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Computer Science and Information Systems); Accounting and Finance; Business and Management Studies; and Communication and Media Studies. The 2018 Shanghai Ranking's Global Ranking of Academic Subjects highlighted RMIT's strength in Engineering and Technology in particular.
- In the specialised rankings, RMIT is ranked 77th in the QS Graduate Employability Rankings 2020 and 82nd in the inaugural Times Higher Education University Impact Rankings 2019.
- RMIT also ranks in the world's **top 400** in the 2019 Academic Ranking of World Universities and in the world's **top 400** in 2020 Times Higher Education World University Rankings.

For more information, visit [rmit.edu.au/about](http://rmit.edu.au/about)

## College/Portfolio/Group

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The Operations Portfolio enables an integrated, enterprise wide delivery for best practice student and staff experiences.

The Portfolio incorporates the following business units: Enterprise Business Performance Improvement (EBPI), Communications, Enterprise Project Management Office (EPMO), Global Marketing & Student Recruitment, Human Resources, Information and Technology Services (ITS), Office of the Chief Operating Officer, Procurement and Property Services Group (PSG).

### Information Technology Services

Information Technology Services (ITS) provides RMIT University with Information and Communication Technology systems and services. Our role is to support RMIT's high quality teaching, learning, research and administrative activities.

Information Technology is of increasing importance to the research, teaching and learning life of a university, particularly a 'global university of technology and design' like RMIT. ITS has developed, in conjunction with the broader University, an ICT Plan to 2020. This plan highlights five goals for ICT within RMIT. They include:

1. Best in class digital student experience – Invest in new technologies which transform the student experience and underpin the digital strategy
2. Innovative and efficient Service Integrator – Reposition the ICT function to source and manage services more efficiently and to focus on business outcomes through innovation
3. Elegant global service experience and systems – Move to single global systems and processes which enable the global operating model
4. Data to fuel differentiation and decisions – Ensure quality data and integrated systems are available to support data based decision making, and enable personalised and contextualised services
5. Simple & secure technology foundations – Ensure foundation technology is simplified, free of duplication, and secure

ITS has an essential role to play in realising these goals.

Website: [www.rmit.edu.au/its](http://www.rmit.edu.au/its)

## Position Summary

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The Vendor and Contract Manager is responsible for the post award management of key technology vendors in RMIT.

The role will be responsible for ensuring high service levels optimising spend and managing risk as well as nurturing and managing key vendor relationships to extract value added benefits aligned to RMIT needs through governance and vendor performance management. The Vendor and Contract Manager will engage with senior stakeholders within the RMIT organisation and the vendor community to understand long-term business objectives that can be enabled by third party relationships.

The Vendor and Contract Manager will use commercial acumen, contract knowledge and market data to understand and influence both our partner vendors and internal stakeholders to ensure the best outcomes for the university.

## Reporting Line

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Reports to: Senior Manager, Vendor Management ITS

Direct reports: 0

## Organisational Accountabilities

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RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy

and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

**Key Accountabilities**

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1. Maintain and nurture strategic vendor relationships to ensure alignment with university goals and vision.
2. Establish vendor governance for key vendors to manage and monitor performance and strategic alignment.
3. Oversee and measure fulfillment of vendor obligations and objectives in accordance with university needs.
4. Lead and execute vendor performance reviews across a wide variety of stakeholders, managing outputs and monitoring actions to completion.
5. Develop strategies to address under-performance and compliance failures, including the application of contract variations and re-negotiation where required.
6. Resolve problems and issues that arise with key vendors while maintaining effective relationships
7. Maintain knowledge of Information Technology markets and vendors, both established and emerging.
8. Work closely with senior stakeholders across the university.

**Key Selection Criteria**

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1. Experience building and managing vendor relationships, undertaking IT sourcing and/or managing IT contracts.
2. Strong problem solving and creative thinking skills with a stakeholder management focus.
3. Demonstrated ability to design effective performance metrics and governance structures.
4. Strong leadership skills in a cross-functional team environment.
5. Strong commercial acumen and communication skills.
6. Demonstrated ability to manage and lead suppliers at senior management level.
7. Excellent conflict resolution and collaboration skills, in a fast-paced environment.

**Qualifications**

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Relevant tertiary qualification and / or experience.

<b>Endorsed:</b>	Signature: Name: Title: Date:	<b>Approved:</b>	Signature: Name: Title: Date:
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