

## POSITION DESCRIPTION – IT Vendor Manager

<b>Position Title</b>	IT Vendor Manager	<b>Department</b>	Information Technology
<b>Location</b>	Sydney	<b>Direct/Indirect Reports</b>	N/A
<b>Reports</b>	ICT Commercial & Partner Manager	<b>Date Revised</b>	4th September 2015
<b>Budget</b>	TBA		

### ■ Position Summary

Under the management and guidance of the ICT Commercial & Partner Manager, the Vendor manager will be responsible for executing the supplier relationship steps and processes required to deliver, manage and implement, commercial procurement strategies and end-to-end activities across the organisation, delivering optimal value for money to meet the internal business needs. The Vendor Manager will be required to work closely with the IT team and Red Cross business units to ensure an, efficient and effective operation of end-to-end Procurement processes.

As part of the IT team you will work collaboratively across the value chain to achieve a high performing culture that effectively & consistently delivers holistic procurement solutions to a range of internal stakeholders and external customers to ensure Red Cross is well supported by its supplier base while managing costs effectively. The Vendor Manager is part of an IT team focussed on securing business support for procurement initiatives, promoting compliance and ensuring Commercial & Partnership Management team continues to add value to the business while building strong partnerships with suppliers.

### Key Responsibilities

#### Strategy & Planning

- Monitor the market and analyse trends in company spending and inventory control in order to make recommendations in areas for possible cost reduction.
- Develop, establish, implement, and enforce supplier and outsourcer guidelines, obligations, and service level agreements to the organisation through vendor governance forums.
- Comply with all procurement policies and procedures, including those for equipment, hardware, software, and service
- Benchmarking market conditions for present and future pricing, availability, lead-time, and capacity of goods and services.
- Research, identify, and qualify potential new suppliers in order to secure more cost-effective sources of products and services.
- Develop and deliver procurement bid proposals and tender documents.

#### Acquisition & Deployment

- Define sourcing recommendations that support business goals, in collaboration with senior management and stakeholders.
- Negotiate pricing, terms and conditions of goods, services and products with key suppliers, contractors and service providers.
- Asset management for IT hardware, software, and equipment.
- Support budget proposals, and recommend subsequent budget changes as needed.

### **Vendor Governance**

- Manage sourcing strategy, benchmarking and contract lifecycle.
- Collaboratively manage and monitor supplier, service provider, outsourcer, and/or contractor performance to ensure quality of service.
- Provide periodic oversight and execution of vendor assessment and requalification.
- Where possible, standardise equipment to the lowest total costs.
- Leverage continuous improvement initiatives to create additional value over and above the contract requirements.
- Maintain supplier contracts and ensure adherence to contractual agreements

### **■ Position Selection Criteria**

#### **Technical Competencies**

- Demonstrable work experience in Category Management, Supply Chain, Vendor Management or Procurement, including all aspects of strategy sourcing development and execution.
- Experience of successfully conducting a range of negotiations across a variety of IT categories.
- Comprehensive knowledge of procurement policies and regulations
- Strong advocate, familiarity and technical competence with P2P management software
- Solid working knowledge of current IT technologies, total lifecycle cost structures and pricing mechanisms.
- Effective contract lifecycle management and negotiation skills
- Ability to build relationships with suppliers, and contractors who provide a broad spectrum of IT products and services.
- General knowledge of accounting, finance, marketing, and logistics.
- Experience at working both independently and in a team-oriented, collaborative environment is essential.
- Ability to manage priorities in delivery, product demands, and procurement timelines through analytical capabilities.
- Strong written, oral communication and interpersonal skills.
- Adept at benchmarking and conducting research into product and service-related issues.
- Ability to effectively prioritise and execute tasks in a high-pressure environment is crucial.
- Advanced skills in sourcing IT component of the procurement lifecycle e.g. strategic thinking in development of sourcing approach/route to market, analysing and understanding market dynamics, analysing and understanding internal dynamics, negotiation strategy, evaluation strategy, financial analytics & modelling, risk management and supplier integration/mobilisation.

#### **Qualifications**

- 3-5 years professional experience in Procurement, Vendor Management or Supply Chain Management highly regarded
- Procurement qualification or equivalent experience desired with knowledge and exposure in ICT environment
- Proven customer focus, interpersonal and communications skills to ensure consistent messages are communicated to internal customers / stakeholders, able to work well in a team environment and adhere to the highest ethical standards
- In-depth understanding in e-procurement processes and systems
- Advanced skills in all Procurement process disciplines across the procurement lifecycle of demand management, fulfilment, sourcing and management e.g. spend category / commodity management, negotiation, supplier selection, supplier value management, benefits capture, requisition to payment, and acquisition integration
- Team player, experienced in working with both senior management and operational teams
- Demonstrated high level organisational and time management skills.
- Ability to apply lateral thinking to issues and develop new and innovative solutions to problems/target areas

## Behavioural Capabilities

**THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**

Regularly monitors and scans the environment for issues which impact the functioning of their department | Creates systems for ensuring the successful cataloguing of information useful to the organisation | Takes calculated risks on the basis of analysis | Applies business rigour to inform situational problem solving and decision making

- **ACHIEVE | Evaluate and Improve | Evaluates processes or programs to drive continuous improvement**  
Evaluates concepts and strategies to improve performance | Uses analysis to reduce inefficiencies | Monitors and evaluates processes and activities | Introduces formal quality management systems | Drives continuous improvement initiatives
- **ACHIEVE | Drive Results | Takes responsibility for achieving results and maintains effective work behaviours under pressure**  
Demonstrates a high level of initiative to achieve results | Accepts responsibility when things do not go according to plan | Works through complex challenges to achieve success | Makes sound decisions despite uncertainties and pressure | Maintains transparent and accurate reporting to appropriate levels | Controls strong emotions and responds constructively to challenges
- **LEAD | Being Strategic | Identifies optimum strategic responses in a changing environment**  
Communicates and provides context for strategies to engage Red Cross stakeholders | Translates Red Cross strategy and Fundamental Principles into operational activity | Demonstrates how the strategy and Fundamental Principles provide a framework to inform decision making and action | Provides opportunities for individuals and groups to understand their contribution to the strategy
- **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**  
Provides regular opportunities for team development | Reinforces team goals and positions team in terms of organisational contribution | Regularly promotes the team and its reputation | Promotes the importance of interdepartmental support and cooperation | Identifies and constructively resolves conflict within teams
- **COLLABORATE | Engage and Influence others | Demonstrates appropriate engaging and influencing skills aligned with Red Cross objectives**  
Builds wide and effective networks of contacts inside and outside the organisation | Partners with other agencies to support Red Cross initiatives | Implements strategy to influence and engage others | Utilises a wide-range of influencing techniques

## ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:

### **Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**

- Act at all times in accordance with the Australian Red Cross Code of Conduct and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements