POSITION DESCRIPTION

Specialist – Vendor and Commercial

Position Level
Operations

Faculty/Division

Position Number
00035223

Original document creation
January 2021

Position Summary
The Specialist Vendor and Commercial is responsible for managing the vendors that supply IT goods and services under contract to UNSW staff and students. The role is also responsible for the implementation and maintenance of the UNSW Supplier Governance Framework in consultation with the Manager, Vendor and Commercial.

This role will manage and co-ordinate the delivery of services from high value contracts for IT software, services and hardware to meet the expectation of UNSW including areas covering the supply-chain, vendor performance to contract and the commercial relationships across the campus.

The position reports to the Manager, Vendor and Commercial has no direct reports.

Accountabilities
Specific accountabilities for this role include:

- Implement supplier governance framework with suppliers across high value contracts for IT software, services and hardware including development of a supplier relationship/contract management plan, meeting regularly to discuss KPI's and performance, purchasing and supply-chain issues and business improvements.

- Be responsible for the oversight of the delivery of day to day services provided by vendors and facilitate continual improvement.

- Pro-actively engage with business groups across the University to understand requirements and identify opportunities to add value to UNSW and improve service provision.
• Partner with Strategic Procurement to develop a clear understanding of UNSW Procurement Policies and Procedures and assist IT Stakeholders to ensure that these processes are followed.

• Support IT Finance to facilitate timely payment of supplier invoices and resolution of invoice discrepancies and reconciliation.

• Research and maintain current market information and consortium relationships as to industry best practice, vendor performance, products and services roadmaps.

• Participate in establishing category plans, sourcing strategies for Tier 1 suppliers and support tendering activities.

• Assist in the development of internal OLA’s and SLA’s impacted by vendor arrangements.

• Support any operational roll-outs, implementation and maintenance of outsourcing and third-party arrangements.

• Provide timely reports to senior management including budgets, TCO, savings and benefits, vendor performance, benchmarking information.

• Monitor and report on supplier’s performance against KPI’s/SLAs and UNSW requirements and deliver management reports and recommendations.

• Co-ordinate supply chain activities where required, such as supply of End User computing, telecommunications and Enterprise software licensing.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health & safety of yourself or others.

Skills and Experience

• Relevant qualifications and/or a minimum of 3 years’ experience as an IT Vendor Manager or contracts administrator managing large ICT vendor relationships and contracts or other relevant position within an IT environment.

• Demonstrated experience in facilitating contract processes and managing supplier relationships for continuous performance improvement.

• Demonstrated experience in negotiating and establishing large value ICT contracts.

• Proven ability to manage contracts to oversee and manage contractors and suppliers in the delivery of services in compliance with contractual, statutory and regulatory requirements.

• Demonstrated experience in vendor mediation and issues resolution.

• Strong understanding of IT frameworks, models and concepts (ITIL, ITSM, SIAM).

• Advanced interpersonal, communication and organisational skills with a proven ability to build relationships with stakeholders to define the best approach to achieve business and user objectives.

• Strong understanding of Procurement best practices to enable due diligence and effective sourcing.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.