



Senior Vendor Management Officer

ICT Vendor Management

Technology Enablement Office

Position Detail			
Reports To	ICT Vendor Management Senior Advisor	Group	Technology Strategy and Architecture, Technology Enablement Office
Classification	AsA 7a	Location	Canberra, Melbourne or Brisbane
Direct Reports Total	TBA		

Organisational Environment

Airservices is a government owned organisation providing safe, secure, efficient and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 154 million passengers, and provide air navigation services across 11 per cent of the world's airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic control towers at international and regional airports, and provide aviation rescue firefighting services at 26 Australian airports.

We are committed to continuing to improve our business by providing our customers with services they value, and embedding new ways of working and technology investments to further innovate and optimise.

Primary Purpose of Position

As a member of the ICT Vendor Management Team within the Technology Enablement Office, you will be responsible for contributing to the ICT Vendor Management function of driving standardisation and collaboration around Vendor Management of significant Technology contracts and effective engagement and evaluation of technology supply chains. To provide support and advice on opportunities to improve the performance and relationships of the vendors including coordinate resolution to service issues between multiple partners.

You will provide a proactive, consistent and responsive approach to achieving value for money from third party spend and driving greater Vendor performance. You will ensure collaboration across Airservices particularly with the Procurement, Contract and Vendor Management team. You will provide lifecycle support, information and guidance needed on how to procure, manage and decommission Vendor services your business partners to optimise their service delivery model/s and provide an efficient, effective and economical service to Airservices.

As a Senior Vendor Management Officer, you will also provide recommendations on day-to-day commercial, relationship and management opportunities to support future business services. This role is a combination of commercial professional, stakeholder relationship and vendor management.

Accountabilities and Responsibilities

1. Identify and execute Vendor Management Governance ensuring that administration and communications are occurring as per the Contract Management Plan. Perform financial tracking, purchasing, invoicing and other activities relevant to a Vendor.
2. Provide effective management of high risk/value complex contracts ensuring that contracts are effectively governed in line with Airservices' frameworks and professional best practise;
3. Deliver specialist contract and Vendor relationship management advice on suitable commercial opportunities / negotiation strategies including potential financial and contractual consequences through positive engagement with both internal and external stakeholders
4. Support Business areas to manage vendor delivery and relationships against agreed service levels identifying opportunities & weakness, changes/improvements and by developing and managing issue / dispute resolutions including coordinating the resolution to service issues between multiple partners/Vendors
5. Participate in multi-disciplined negotiating team(s) in complex negotiations
6. Champion Vendor Management and contracting activities, drive adoption through education and awareness.
7. Contribute to the development and implementation of innovative performance and measurement metrics and help drive customer and economic value through effective and efficient management of Specified vendors
8. Assist in establishing and maintaining key ICT Vendor relationships.
9. Working with relevant owners and business areas to build a knowledge base for the Centre of Excellence to drive standardisation and collaboration around Vendor Management.
10. Monitor and report to the Senior Leadership team on conformance and performance on a monthly basis on VM processes and procedures
11. Champion continuous improvement.

Establish relationships at all levels within the allocated area of TEO, Finance and other Airservices business areas.

- Provide backup within the team during times of absence and surge periods,
- Keep current with trends in IT Service Management (including Vendor Management) and Procurement & Contracting environments.

People

- Provide effective leadership and management of Vendors driving value and continuous improvement,
- Develop and maintain effective working relationships with all staff associated with this function

Compliance, Systems and Reporting

- Understand sourcing and contract management processes in accordance with Airservices Procurement and Supplier Relationship Management procedures, and with reference to Procurement and Contracting best practise.
- Adopt an ethical approach to all sourcing and vendor engagement activities
- Escalate where Vendor Performance issues may negatively impact on the business

Safety

- Demonstrate safety awareness and behaviours consistent with IM&T requirements
- Direct the safe provision of IM&T services through assessing capacity and configuration requirements or issues
- Ensure deadlines are met in relation to documentation and reporting requirements

Key Performance Indicators

Efficient, Effective and Accountable

- Development and use of fit-for-purpose vendor management procedures and processes,
- Delivery of Vendor management in line with ICT Vendor management Centre of Excellence
- Improved Vendor Governance, Reporting and Issue escalation,
- Maintain effective relationships with vendors, and defining ways to continuously improve relationships
- Guide the proper level of executive involvement including both sides of the vendor relationship
- Define escalation paths streamline issue resolution

- Arbitrate disputes using effective communication in line with vendor governance
- Compliance with relevant Airservices frameworks
- Effective coordination between Airservices stakeholders to assess feedback on Vendor performance
- Manage issue resolution to service within specified timeframes where a service is provided through multiple partners / vendors
- Effective working relationships with Stakeholders and Vendors

Commercial

- Ensure that appropriate procedures are in place for Financial tracking
- Provide guidance to the relevant area on Invoice Review and Escalation.
- Service Enhancements, Waste reduction.

People

- Engagement, informing, coaching, influencing, collaborating

Safety

- Compliance with safety, risk, environmental and any other standards

Key Relationships

- ICT Platform Heads and Managers
- Business unit team leads
- Provide support to manager, peers and subordinates within the team
- Procurement and Contracts teams across Airservices
- Vendors within technology

Skills and Competencies

- Considerable experience in end to end service /vendor management
- Ability to influence stakeholders and fully utilise best practises.
- Strong communications skills and ability to build relationships with suppliers through effective management; knowledge of dispute resolution and mitigations techniques
- Expertise in vendor relationship Management and knowledge of contract management techniques and service management principles
- Demonstrated relevant experience in managing vendor to gain best value outcomes and demonstrate value for money ideally within an IT Service Management context / environment
- Expertise in supply chain management analytics and opportunity analysis and ability to apply commercial acumen through contract lifecycle
- Knowledge of appropriate negotiation styles for all situations (internal and external), and effectively use these to deliver optimal outcomes
- Knowledge of Vendor Management Centre of Excellence
- Knowledge of SharePoint and SAP Ariba (highly desirable)
- CIPS / Contract Management qualified (desirable)

Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet Airservices Code of Conduct, as well as coach and develop others in relation to the same.

This includes:

- Treating everyone with dignity, respect and courtesy
- Acting with honesty and integrity
- Acting ethically and with care and diligence
- Complying with all Airservices' policies and procedures, and applicable Australian laws
- Disclosing and taking reasonable steps to avoid any actual, potential or perceived conflict of interest
- Behaving in a way that upholds our vision, mission and values, and promotes the good reputation of Airservices