

GPN 3rd Party Contracting Manager

Role Details

Job Title:	3 rd Party Senior Contracting Manager	Date:	October 2020
Reports to:	Global Procurement Leader	Agreed by:	Michelle Connolly
Location	USA	Version:	1

Job Purpose:	Develop and implement strategy for global 3 rd party and Car providers that aligns with stakeholder requirements and business direction. Manage and enhance supplier relationships and agreements with a goal of improving returns to the FCTG business via increased available margins, override returns and product sales across all business units (Wholesale/Corporate/Retail).
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Accountabilities

Accountabilities	Weighting %	Objectives	Performance Measures
<u>Commercial Product Strategy:</u> Implement 3 rd Party Procurement strategy which supports the profitable sales on 3 rd Party and global Car contracts. Delivering on TTV, margin and override growth ensuring targets are achieved.	40%	<ul style="list-style-type: none"> Identify opportunities for 3rd party partnerships to supplement FIT Procurement range and strategy Expand global Car portfolio in line with Procurement strategy Deliver competitive and unique Product that meets stakeholder requirements Secure profitable commercial agreements Maximum Margin / Overrides / SLA Achieve and exceed budgets for 3rd Party procurement Identify opportunities to improve existing commercial agreements Proactive data analysis and reporting of trends to identify opportunity 	<ul style="list-style-type: none"> Achievement of override Revenue Targets TTV / Room night growth Total Available Margin increase Maximum Selling Partner Engagement Effective channelling of leakage

		<ul style="list-style-type: none"> • Deliver improved efficiencies to drive increased sales and sustainable contracting methods 	
<u>Supplier Relationships;</u> Proactively manage supplier contracts enhancing and building on existing and new relationships.	25%	<ul style="list-style-type: none"> • Negotiation and Supplier management • Technical, financial and commercial acumen • Maximum Margin / driving Overrides / SLA • Maximise access to all available rate types • Availability of product • Implement & deliver GPN Collection • Speed to market • Build relationships with supplier partners and identify new opportunities 	<ul style="list-style-type: none"> • Commercial return on all contracted products • Enhanced supplier engagement • Renewed Supplier Value proposition well received • Global Car portfolio established • GPN Collection successfully rolled out
<u>Partnerships;</u> Collaborate and enhance relationships with key partners ensuring GPN have the best product and commercial returns to enable our Global Partners to deliver on their product strategies.	25%	<ul style="list-style-type: none"> • Deliver globally a consistent approach to 3rd Party procurement • Identifying key internal and external partners • Working collaboratively alongside the FIT, Tactical, Chains and Corporate disciplines • Maximise coop support • Customer service focused meeting and delivering on all needs for Global Selling Partners • Clear communication strategy in place 	<ul style="list-style-type: none"> • Increased sales and income from Global partners • Channelled localised Partner leakage • Positive partner feedback and engagement
<u>Internal Stakeholder Engagement & Coordination;</u> Proactively communicate with GPN Business Leaders and teams and project management across disciplines	10%	<ul style="list-style-type: none"> • Provide relevant and timely communicates to internal stakeholders on 3rd Party • Coordinate projects and communication across each discipline globally 	<ul style="list-style-type: none"> • Positive stakeholder feedback and engagement

Person Profile

Key Competencies

Competency	Description
Customer Focus	<ul style="list-style-type: none"> • Provide outstanding service internal business partners and external customers • Focus on customer needs • Ability to listen and identify opportunities to grow land sales
Commercial Acumen	<ul style="list-style-type: none"> • Focus on results – income, margin, profit • Ability to collaborate with senior leadership team and partners • Understands key business drivers for their Area and contributes to success • Company/product knowledge • Entrepreneurial mindset (identifies business opportunities for the organisation) • Professional/Leadership skills • Execute effectively, ability to deploy strategy and make strategic decisions
Excellent Communicator	<ul style="list-style-type: none"> • Foster open & honest communication • Listen actively • Practices information sharing & problem solving • Considers the needs of the audience and communicates in a fashion that will best meet these needs • Ability to identify and decipher messages from non-verbal communication • Aware of language barriers and cultural sensitivities • Presents ideas & concepts logically and clearly
Partnering and Building Relationships	<ul style="list-style-type: none"> • Professional and friendly in dealing with business partners and external parties • Builds and sustains productive relationships • Establishes rapport with partners • Builds trust in relationships • Experience in Senior Stakeholder management and relationships
Upholds Company Philosophies and Culture	<ul style="list-style-type: none"> • Takes ownership for successes and failures • Demonstrates a belief in FCL philosophies and values • Exhibits a passion for their business and company • Encourages a sense of enjoyment in the workplace
Makes effective decisions	<ul style="list-style-type: none"> • Identifies and understands issues, problems and opportunities • Compares data from different sources to draw conclusions • Makes difficult decisions when required • Takes actions that are consistent with available facts, constraints, and probable consequences

	<ul style="list-style-type: none"> • Accepts constructive feedback in open fashion • Receptive to new ideas and adaptable to change
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Skills and Capabilities	
Skills/Capabilities	Description
Financial Management	<ul style="list-style-type: none"> • Interpret financial management reports • Develop budgets and financial targets • Achieve agreed financial targets
Problem solving and analysis	<ul style="list-style-type: none"> • Develop structured approach and framework for resolving key business problems • Apply problem-solving frameworks and use appropriate analytical tools • Present clear recommendations to senior management • Actively works to overcome obstacles
Stakeholder management	<ul style="list-style-type: none"> • Proactively identify key stakeholder groups • Seek input from stakeholders and respond to stakeholder queries • Clearly communicate key business outcomes with stakeholders
Travel Industry knowledge	<ul style="list-style-type: none"> • Demonstrate detailed knowledge of travel industry and Flight Centre business • Extensive wholesale experience
Supplier and Stakeholder management	<ul style="list-style-type: none"> • Develop and implement plan for globally managing supplier partners in accordance with overall product strategy • Provide guidance and strategy for supplier management • Set targets for all disciplines (financial and non-financial) • Monitor PM's portfolio performance on a regular basis • Identify, communicate and manage resolution of key issues with key stakeholders and team members
Negotiation skills	<ul style="list-style-type: none"> • Support and effectively present coherent, well-structured negotiating positions to team • Strong collaborator • Build long-term relationships with negotiating partners • Recognises when planned outcome is not possible and appropriately applies settlement strategies to achieve goals
Effective Persuasion and Influence	<ul style="list-style-type: none"> • Influences people and sells the benefits of change • Plans approach and identifies solutions • Diplomatically uses persuasion and influence to negotiate waivers and favours and other solutions • Able to achieve workable arrangement that meets the needs / guidelines of the organisation / client / supplier
Systems knowledge	<ul style="list-style-type: none"> • Able to learn new systems quickly

Qualifications

Qualification	Essential/Desirable
Wholesale Industry Experience	Deep understanding of GPN business model Demonstrated ability to improve FCTG profit through supplier negotiations
Supplier relations	Experience in supplier relations