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| Last updated: | February 2025 |

**JOB DESCRIPTION**

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| Post title: | **Senior Supplier Contracts Manager** | | |
| Academic Unit/Service: | Finance, Procurement | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 5 |
| \*ERE category: | n/a | | |
| Posts responsible to: | Deputy Head of Procurement | | |
| Posts responsible for: | 3 x Supplier contract managers | | |
| Post base: | Office-based | | |

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| Job purpose |
| To be the commercially focused strategic lead for supplier management, commercial contract management and contract spend compliance across all categories of spend within the University.  Setting strategy delivering best practice contract management driving compliance across all areas of University. Leveraging all aspects of the contracts to eliminate contract leakage, ensuring value for money, whilst building strategic partnerships with suppliers  Working with category leads and ensuring that issues and lessons learnt are built into future procurement projects. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | Develop and lead contract management best practice driving continuous improvement and value for money from key contracts - . ensure appropriate measures are in place to allow for the management of key supplier relationships. Directly manage a team responsible for implementing contracts, supplier relationship management and, when appropriate, closing down contracts. Lead the interface with the wider team, work collegiately with stakeholders to manage supplier performance and ensure contract information is available, up to date, reflects best practice and is shared regularly. Act as a centre of excellence providing advice, guidance and support to operational contract managers outside of the central team. | 55% |
|  | Undertake regular reviews with supplier account managers on contracts designated as strategic, ensuring SLA/KPIs are met by suppliers, driving continuous improvements, obtaining value for money plus alignment of objectives with University values and dealing with performance issues if required. Ensure contracts and relationships are managed within the scope of the University’s Finance Regulations and procurement policy | 20% |
|  | Monitor and report on contract expenditure across the University and minimise contract leakage. Prepare management information which demonstrates the benefits achievable though effective contract management. Capture and use management information to inform business decisions to drive policy and behaviour change. | 10% |
|  | Be accountable for the management of supplier catalogues, ensuring content is compliant and relevant to the University’s needs. Drive compliance with catalogues ensuring that they are driving best practice and lean business processes. Have professional oversight and input into managing the supplier master files and supplier set up process. | 5% |
|  | Oversight of supplier days, aimed at increasing awareness of corporate contracts across the university. Lead supplier engagement including promoting opportunities to develop and grow supply base where appropriate (ie supporting SMEs). | 5% |
|  | Any other duties as allocated by the line manager following consultation with the post holder | 5% |

| Internal and external relationships |
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| **Internal & External Relationships: (nature & purpose of relationships)**   * The post holder will be expected to undertake the duties as part of an integrated team and will be expected to adopt priorities and engage in activities which promote the effective working of the whole team. * External relationships with key suppliers * Internal relationships with stakeholders |

| Special Requirements |
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| **Special Requirements:** |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of a professional qualification or postgraduate degree (such as MCIPS), or significant professional relevant knowledge gained through experience  Demonstrable work experience delivering supplier and contracts management.  Demonstrable experience developing, implementing and delivering key contracts, demonstrating substantial changes to activity from stakeholders  Understanding of the strategic context for procurement & contract management within a large, complex and multidisciplinary organisation, with proven successful and significant experience of working at a strategic level and senior level.  An understanding of commercial drivers within a specific category area. Demonstrate delivery of substantial benefits.  Demonstrable ability to analyse and translate data into contract strategy. | MCIPS qualification  Knowledge of Public Procurement Regulations | CV, certificates, references, interview, work experience |
| Expected Behaviours | Able to apply and actively promote equality, diversity and inclusion principles to the responsibilities of the role.  As a Line Manager role model the Southampton Behaviours and work with the management team to embed them as a way of working. |  | references, interview, work experience |
| Planning and organising | Ability to plan activities with an appreciation of the long-term issues, ensuring plans complement broader operational strategy.  Excellent prioritisation skills, thoroughness, accuracy and attention to detail  Resource management with the ability to agree priorities and negotiate for resources  Experience in managing a portfolio of contracts simultaneously demonstrating how risks were managed and mitigated |  | CV, references, interview, work experience |
| Problem solving and initiative | Able to assess complex issues; and to apply originality in modifying existing approaches to solve problems  Confidence to challenge existing work practices. |  | CV, references, interview, work experience |
| Management and teamwork | Demonstrable leadership, organisational and planning skills with the ability to share knowledge with colleagues at all levels  Identify and exploit opportunities for continuous improvement of management process.  Ability to motivate and lead a team and achieve tight deadlines whilst delivering excellent customer service | Positive experience of dealing with resource and performance management issues, recruitment and selection. | CV, references, interview, work experience |
| Communicating and influencing | Excellent communication skills to liaise with colleagues at all levels, within the team, the department and across the wider University  Able to demonstrate experience resolving complex contractual issues and resolutions  Able to interact with other areas of the organisation to generate and co-ordinate original ideas or developments.  Ability to produce clear and concise documentation and management information with a good attention to detail  Ability to drive compliance across a diverse audience to shape and influence changes of behaviour |  | CV, references, interview, work experience |
| Other skills and behaviours | Keenness to research current market place and keep up to date with relevant developments  Methodical, calm and clear-thinking under pressure |  | references, interview, work experience |
| Special requirements | Flexibility to work out of hours on occasion to meet user or service expectations |  | interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |

Appendix 1. Embedding Collegiality

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

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| **All staff** | **Behaviour** |
| **Personal Leadership** | I take personal responsibility for my own actions and an active approach towards my  development |
| I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly |
| I show pride, passion and enthusiasm for our University community |
| I demonstrate respect and build trust with an open and honest approach |
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| **Working Together** | I work collaboratively and build productive relationships across our University and beyond |
| I actively listen to others and communicate clearly and appropriately with everyone |
| I take an inclusive approach, value the differences that people bring and encourage others  to contribute and flourish |
| I proactively work through challenge and conflict, considering others’ views to achieve  positive and productive outcomes |
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| **Developing Others** | I help to create an environment that engages and motivates others |
| I take time to support and enable people to be the best they can |
| I recognise and value others’ achievements, give praise and celebrate their success |
| I deliver balanced feedback to enable others to improve their contribution |
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| **Delivering Quality** | I identify opportunities and take action to be simply better |
| I plan and prioritise efficiently and effectively, taking account of people, processes and  resources |
| I am accountable, for tackling issues, making difficult decisions and seeing them through  to conclusion |
| I encourage creativity and innovation to deliver workable solutions |
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| **Driving Sustainability** | I consider the impact on people before taking decisions or actions that may affect them |
| I embrace, enable and embed change effectively |
| I regularly take account of external and internal factors, assessing the need to change and  gaining support to move forward |
| I take time to understand our University vision and direction and communicate this to  others |

Appendix 2. Line Manager Expectations

The statements below provide additional clarity on what is expected of our line managers and supervisors.

Managing People: Manage and support your peoples work productivity, performance, wellbeing and development to maximise their contribution and enable personal growth.

Managing the Student and Customer Experience: Ensuring our students and the customer are at the centre of everything we do, always considering their needs before acting, to ensure we deliver a high quality experience every time.

Managing Financial Decisions: Make well informed and timely financial decisions with an understanding of the consequences and impact on the financial sustainability of the University.

Managing Compliance: Understand and apply the University regulations, policies, guidelines, and legal requirements to ensure continued operational compliance.

Managing Risk: Identify potential risks, assess probability and impact and take appropriate steps to mitigate the risk or maximise potential benefits.