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| Last updated: | March 2025 |

**JOB DESCRIPTION**

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| Post title: | **IT Commercial Manager** | | |
| Academic Unit/Service: | iSolutions | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 4 |
| \*ERE category: | n/a | | |
| Posts responsible to: | Head of IT Commercial Management | | |
| Posts responsible for: | None | | |
| Post base: | Office Based | | |

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| Job purpose |
| Work with the Head of IT Commercial Management to lead IT commercial, supplier and operational contract management, build positive commercial strategic partnerships with suppliers, iSolutions and the wider University, manage the operational contract lifecycle and analyse supplier performance and ensure specific contract spend compliance for all technology-related purchases within the University.   * **Key Responsibilities:** * Support users in capturing operational requirements for technology products and services; ensuring commercial risk management, strategic alignment, and compliance with security protocols to mitigate network risks. * Proactively manage assigned contracts; driving compliance across all areas of university spend to ensure value for money, risk reduction, and compliance with policies and regulations. * Provide specialist operational advice and guidance to users to drive performance, improve service delivery, and create additional value for the department and the wider University. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | Be a point of entry for Technology purchasing and contract needs across the University. Capture requirements and collaborate with end users, Procurement, Legal, and wider iSolutions teams to ensure new and existing Technology services are aligned with University Finance Policies and Regulations.  This includes considerations for Architecture, Cyber Security, Privacy, GDPR and EULA terms for software licenses to ensure commercial governance in terms of cloud services, hardware, and other Technology related needs. Working on a Cost vs Risk Vs Criticality evaluation model to make informed decisions and evaluate products and services.  Work with end users to educate on policies, regulations and support to ensure a compliant route to market is identified in collaboration with Procurement, and delivery of effective commercial contract decisions across the University’s Technology need to reduce risks and align with strategic plans. | 30% |
|  | Track contract expenditure against contract award value, verify supplier performance and contract compliance to ensure contract delivery and minimise contract leakage.  Monitor supplier risks to ensure mitigation plans are defined and escalate issues where necessary. Collaborate with key stakeholders to understand supplier and contract performance matters. Driving continuous improvement through operational contract meetings with business owners/leads and suppliers, performance reviews, and supplier remediation on key IT contracts. | 20% |
|  | Contribute to drafting niche IT SLAs (Service Level Agreements), KPIs (Key Performance Indicators), and specification of requirements for new services to protect the University from risk and ensure robust, value-added IT contracts are procured. Work collaboratively with the Procurement and Legal teams to ensure futureproofing of contract requirements for long term contracts and forward plans are captured and considered.  Responsible for setting up contract repository post award, implementing contract into service delivery, managing supplier relationships, and where appropriate, closing/exit contracts and daily operational contract management | 15% |
|  | Plan and deliver the purchasing of Technology equipment, software and services. These will be both low value high volume and high value low volume strategic investments.  Maintain a forward plan of contract/purchase end dates, key terms, risks and work with colleagues in iSolutions and staff across the University to plan projects and Technology procurements to maintain service continuity. | 10% |
|  | Support the Head of IT Contract Management in developing commercial management best practices to drive continuous improvement and value for money from purchases and contracts. Work collaboratively to ensure information and best practices are regularly shared.  Ensure best practices are adopted and practiced within managed teams. Provide advice, guidance, and support to departments across the University regarding technology risks and commercial management. | 10% |
|  | Form a strong collaborative working relationship with external vendors, iSolutions and internal procurement team with a strong focus on achieving common goals and streamlining processes to achieve best value for the University. | 10% |
|  | 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 that promote the effective working of the whole team.   Internal:  The post holder will work closely with:   * Procurement, Legal, Finance and Academic staff at all levels across the organisation * iSolutions staff * staff across the University including academics, Senior & Executive leaders and students     External:  The post holder will liaise with:   * Computer software and Technology service suppliers * Other academic institutions and related organisations to participate in collaborative activities and projects to the benefit of iSolutions and the University as a whole * External relationships with key suppliers * Internal relationships with stakeholders |

| Special Requirements |
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| The role may require travelling between campuses as appropriate and to 3rd party vendor sites on occasion.  There may be a requirement to work varying core hours, and on occasion to work outside normal hours, to ensure that service commitments are met.  Hybrid working available with a minimum of 1 day a week in the office, however additional days may be required in office dependant on work |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of HND, Degree, NVQ4 or basic professional qualification in Commercial Contract Management, Supplier Relationship Management i.e WCCA (World Commerce & Contracting Association)  Understanding of the strategic context for commercial governance and contract management within a large and complex organisation  Demonstrable work experience delivering commercial contract management in a Technology environment  Experience of managing stakeholder expectations and supporting end users  Experience of working closely with Legal and Procurement teams to build and inform on key contract deliverables | Knowledge and or experience of working in an educational institution | 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.  Demonstrate the Southampton Behaviours and work with colleagues to embed them as a way of working within the team. |  | references, interview, work experience |
| Planning and organising | Able to seek opportunities to progress a broad range of activities within professional guidelines and in support of University policy.  Experience of implementing and managing a number of supplier contracts to deliver maximum value for money for the Organisation  Able to contribute to the development of best practice in contract management and suppler relationship management. Focus on continuous improvement |  | CV, references, interview, work experience |
| Problem solving and initiative | Able to develop understanding of long-standing and complex problems and to apply professional knowledge and experience to solve them.  Confidence to challenge existing work practices. |  | CV, references, interview, work experience |
| Communicating and influencing | Able to use influencing and negotiating skills to develop understanding, and gain co-operation across a diverse audience to shape changes of buying behaviour.  Demonstrable evidence of excellent written and verbal communication skills within a complex and diverse operating environment. Ability 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  Ability to produce clear and concise documentation and management information, with a close attention to detail |  | 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 |  |  |  |