**Vendor Manager Job Description Template**

We are looking to hire an experienced Vendor Manager across the <Geographic Area> time zone to help support the expansion of the suppliers that we manage across the organisation

<Organisation name> is a fast-growing company whose <Go to Market Prop>.

**The role**

The role holder will represent an expert Vendor Management capability; by operating in an internal consultancy capacity to ensure that business units across our diverse organisation are managing their Vendors in line with a 'best-practice' VM methodology. This includes the continued development and optimisation of VM processes and tools which ensure a consistent approach to vendor management underpinning our VMO.

**Typical Responsibilities**

* Manage global Vendor relationships with the aim to ensure that negotiated value is maintained and sustainable across the global business.
* Support / Lead process development aimed to improve quality & consistency and reduce cost where possible whilst ensuring compliance with all associated metrics and KPIs, KRIs and KCIs
* Support / Lead the supply base to promote and achieve continuous improvement for both the Vendor and the organisation.
* Achieve added value outcomes for the organisation and communicate performance with stakeholders.
* Attend / Chair cross-functional team meetings ensuring that the principles of Vendor Management form part of the tendering process, ensuring a sustainable value outcome post contract.
* Support / Lead the build of the VM strategy and policies, providing training and mentoring to all stakeholders in the business
* Support / Lead a portfolio of business-critical, Tier 1 Vendors - seeking opportunities to drive innovation and to extract value in terms of cost and service for key stakeholders up to and including the CxO level.
* Be the key point of contact for any internal or external audits both in the UK and Internationally to provide information on the VM programme, Vendor contracts and relevant policies and procedures
* Manage the governance of key Vendor relationships ensuring that commercial obligations are adhered to engaging with teams such as Group Procurement, Legal, Finance and IT services all working together to ensure Vendors deliver to their contractual obligations.
* Manage and monitor the Vendor's performance against agreed SLA and KPI’s.
* Act as the key point of contact for escalation for failing relationships, creating plans to improve the service received, tracking and closing issues or deviations
* Manage contract renewals and Vendor governance meetings in line with the VM framework to;
* Identify and implement improvement opportunities related to the level of service received from Vendors and ensure value for money
* Provide regular management information across key Vendors on performance, risk, commercials etc.
* Proactively manage poor Vendor performance or escalate where appropriate to bring about improvement
* Ensure effective dispute management and resolution when necessary
* Collaboration with key Vendors to support the delivery of services

**Experience required for a Vendor Manager**

* 1-5 years as a Vendor manager
* 2+ years managing other Vendor Managers (Senior VM or Head of VMO)
* 2 + years of process design or architecture experience (Senior VM)
* CIPS, ITIL, ISO or equivalent qualifications are advantageous to ensure;
* understanding and experience in managing service lifecycle
* understanding of Contract Management principles
* understanding of Risk Management principles
* good understanding of service outsourcing and complex arrangements
* Experience using a Vendor management platform

**Skills Required**

* Very strong Communication skills
* Demonstratable Problem-solving
* Strong stakeholder management skills and engagement techniques
* A structured approach to KPIs includes both the ability to design and then operate
* Good awareness of Contract and Service Design principles
* Continual Service Improvement mindset

**<Organisation Name>** is an Equal Employment employer committed to the principles of equal employment opportunity and affirmative action for all applicants and employees. Applicants will receive consideration for employment without regard to race, colour, religion, sex, sexual orientation, gender perception or identity, national origin, age, marital status, protected veteran status, disability status or any other basis protected by federal, state or local law, ordinance or regulation. **<Organisation Name>** also makes reasonable accommodations for disabled employees consistent with applicable law.