

JOB DESCRIPTION

Job Title	Supplier and Contracts Manager		
Reports to	Head of Project and Central Services		
Department	Delivery Capability - Technology		
Job Family	Business Services	Level	4

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The LBS Technology department is responsible for delivering and supporting all digital technology solutions required for the effective running of London Business School.

- We provide specialist capability in Technology Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform integration, Data Management, Cyber Security, project delivery, business change and enterprise architecture.

Job purpose

- To manage and maintain the local processes and procedures for LBS Technology Contract Lifecycle Management
- To plan and carry out regular contract and services reviews, identifying opportunities for improvement considering changing needs, feedback and / or current best practice and following through on improvements once agreed.
- To provide support during the procurement of new Technology suppliers from development of requirements to awarding the contract ensuring adherence to School procurement policies and procedures while maximising quality of services and value for money.
- To co-ordinate financial planning, reporting and reforecasting for LBS Technology operational budgets.

Key Areas of accountability and Key Performance Indicators

Key areas of accountability:

Contract Management

- Maintain an up-to-date contract register for LBS Technology and an ongoing plan of contract lifecycle management activity ensuring alignment with School Policies and Procedures and the agreed renewal strategy for each contract.
- Maintain up-to-date contract documentation, including change control registers, contract risk registers, contract / supplier KPIs and approvals / signatures
- Manage the process for and as agreed, take the lead on all Technology contract renewals, extensions and variations ensuring that contract terms are in line with current LBS procurement standards, Technology Information Security standards and DPA 2018 and that services covered by the contract are still valid.
- Manage the process for and as agreed, take the lead on all Technology contract terminations, including ensuring all data is either returned to LBS as data controller data or receive confirmation that the data has been destroyed in line with contract.
- Manage the process for and take the lead on the renewal of the School's Microsoft Enterprise Agreement and OCRE Framework Agreement.

Relationship Management

- Hold regular contract review meetings with key current suppliers to review standards of service delivery and adherence to agreed contract terms and KPIs.
- Oversee the implementation of any service improvement plans which result from these reviews and coordinate the response to any breaches.

Procurement Support

- Oversee the selection process for new Technology suppliers, managing, advising or assuring (as appropriate) the process of creating tender documents and the bid process for potential suppliers.
- Ensure supplier services are commercially attractive and competitive, including volume pricing, rebates and discounts as applicable.
- Ensure adherence to the School's procurement policy, procedures and processes, maintaining an awareness of how these and financial regulations may change from time to time.
- Perform regular supplier benchmarking against the market for cost and quality ensuring best value for money.
- Co-ordinate the collection and definition of requirements for new suppliers including the required KPI's, SLA's, accreditations, security standards and other contractual areas.

Financial Management

- Monitor and review financial activity for the department's operational Technology spend to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.
- Generate financial reports, statistics and spend statements for Technology consumption-based services for review and oversee implementation of any changes which result from the reviews.

KPIs:

- Delivery of high-quality service in area of specialism.
- Compliance with necessary regulations/processes.
- Strong cross-team working relationships with key stakeholders
- Contribution to the development of policies, processes and systems.

Key Areas of accountability and Key Performance Indicators

- Improvements to processes and procedures in own area.
- Up-to-date and accurate financial information for own area.

Knowledge / Qualifications / Skills / Experience required

- Bachelor's degree or equivalent experience.
- May be working towards CIPS qualifications.
- Demonstrable experience of managing contracts and quality of service in an IT environment
- Experience of Microsoft Enterprise Agreements and Cloud
- A broad understanding of Information Technology and Education
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem-solving skills.
- Financial management experience and commercial acumen.

Resources including team management

- None

Staff	None
Budgets	None
Date Updated	25 th May 2023