
Role Mandate

Job Title: Contract Manager - IT contracts
Function /CFBU: Procurement
Dimensions of the Job: No direct reports
Reports to: Head of Procurement
Location: Runcorn

Job Summary:

Newly created role, working as part of the General Procurement Team.

The successful candidate will be responsible for ensuring the efficient and effective management of spend control processes and administration within the Procurement Team. The key objective for this role is to ensure that IT contracts are managed from a cost and contractual perspective.

Working closely with the IT Teams the Contract Manager will liaise with vendors to ensure billing is clear, accurate and in line with active contracts, to enable IT cost control and optimisation, providing transparency of cost of IT services, and supporting the IT budget process.

The role requires the individual to have superb attention to detail, be very organised and methodical with their approach and have a high level of accuracy, especially numeracy, with a strong ability to manipulate data in Excel to analyse costs and produce reports when required.

Responsibilities:

- Develop and implement category strategy for the area of responsibility.
 - Management of end of life services and contracts. Working with the Service Delivery Management Team to cease relevant assets and contracts, to ensure best value at all times.
 - Maintain the Contract Management Register for IT contracts.
 - Support the Procurement team with administration activities related to the IT Category/Suppliers cost of service and providing transparency of IT costs.
 - Work within the Procurement Team to ensure as much IT spend as possible can be on-boarded to the Purchase to Pay system.
 - Cost and billing management for the UK IT function to ensure incoming invoices are accurate and in line with contracts for all areas of IT.
 - Work with Finance teams to ensure invoices are promptly paid within agreed contractual terms.
 - Audit of IT invoices for accuracy against all current and ceased IT services including cost and content.
 - Financial monitoring and maintenance of IT services and assets ensuring assets are accurate in the ITSM tool and costs associated are accurate for billing.
 - Financial reporting on IT services and budgets as and when required.
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General

- Demonstrates the Company's values and behaviours that drive business performance, customer and quality excellence and engagement of our people .
- Shows drive to improve their own area of work through proactive change and suggestions of innovation and best practice.
- Follow IT department documentation standards including revision and maintenance for all services and infrastructure in your area of responsibility.

Key Experience, Knowledge, Skills & Qualifications:

Key Experience

- Experience of contract, risk and vendor management
- Ability to demonstrate financially managing vendor accounts and contracts.
- Experience of working in a Procurement and/or IT environment with ITIL processes is desirable.
- Experience of working in a customer/vendor facing environment both remotely and face to face.
- Previous experience of working alongside IT service delivery teams
- Attention to detail and a commitment to delivering high-quality service.
- Excellent with numbers.
- Advanced knowledge & experience of Excel
- Experience of reporting financial information
- Excellent communication and interpersonal skills, with the ability to build relationships with clients and collaborate with internal and external stakeholders.

Knowledge and skills

- Strong organizational and time management skills, with the ability to prioritise tasks effectively.
- Be able to work under own initiative.
- Excellent interpersonal and communication skills.
- Microsoft Office 365 Suite including Power Apps

Qualifications

- Financial or Business Administration qualifications to NVQ level
- CIPS (or studying towards) is desirable.
- ITIL V3 at least to foundation level is desirable.

Key Interfaces

- Procurement Team
- IT Team
- Vendor/Suppliers
- Business Support Functions including Finance.
- External Financial Teams

Date Created |
Reviewed:

01-08/2023

PHOENIX Medical Supplies will be recognised as a provider of top class business relevant solutions to the UK healthcare industry, operating with honesty and integrity to show leadership in partnership



a PHOENIX company

Business Functional Lead Name: (CAPITALS) Signature:	Caroline Cameron Head of GNFR Procurement
HR Lead Name: (CAPITALS) Signature:	

DRAFT - Subject to consultation

Drive Business Performance & Value Creation

Creates value through economic action and establishes meaningful changes

- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- thinks and plans ahead in order to achieve results
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

Dedicate Yourself to Customer Needs

Bases his/her behaviour on internal/external customer benefit and thus supports business success

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
 - encourages innovation and improvement

Business

Customer

Quality

People

Strive for Quality Excellence

Acts quality-conscious and continuously improves work Results

- has knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his area of responsibility, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

Lead and Engage

Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others

- motivates self and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- demonstrates team spirit and a sense of responsibility for mutual goals
- determines the direction for own team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement