

## Contract and Supplier Management Specialist

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**Department:** Chief Operating Office

**Division:** Commercial Services

**Reports to:** Senior Contract & Supplier Management Specialist

**JE Ref:** COO538

**Grade:** CS11

**JE Date:** 30/09/2020

### Job purpose

Manage supplier relationships to control risk, ensure performance and deliver sustainable value. Providing assurance of strategic suppliers and working with the supply base to resolve any issues

### Job specific outcomes

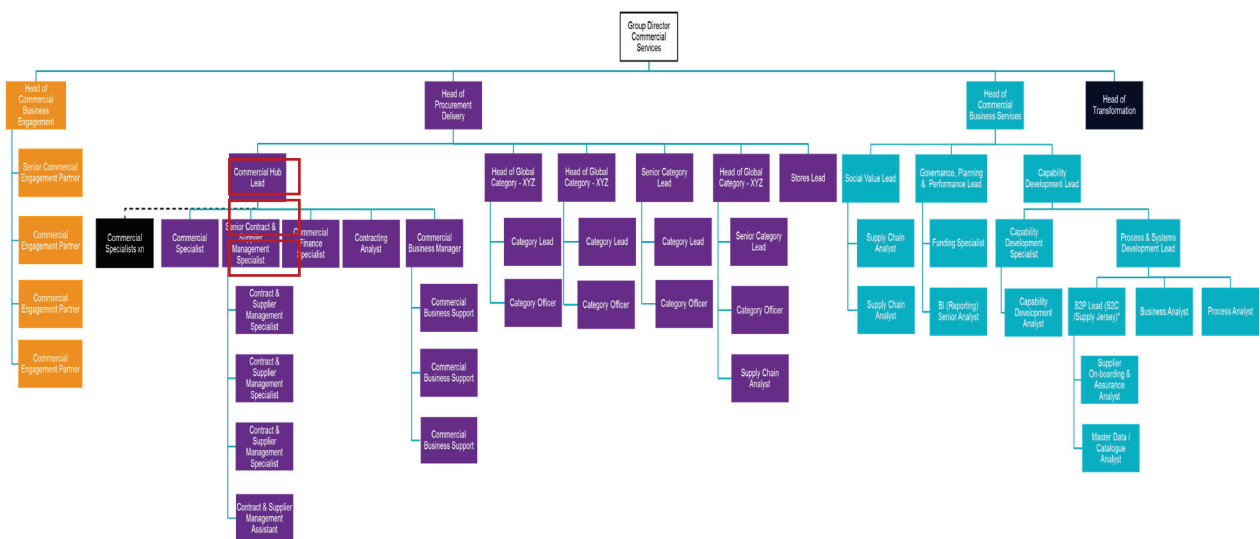
- Supports the Senior Contract and Supplier Management Specialist to define and implement supplier relationship and contract management strategies across a range of direct and indirect categories, balancing best practice with what is right in Jersey. Ensuring the adopted solution allows the organisation to achieve the right outcomes whilst managing risk across the supply chain and enabling the effective delivery of frontline services
- Leads strategic supplier relationship management to deliver joint value creation, and provide/support specialist post-award contract management across the organisation. Manages commercial contract obligations and change control (legal and commercial)
- Nurtures a cohesive interface between stakeholders and suppliers whilst managing supplier relationships throughout the contract lifecycle and assuring that supplier governance, risk, performance & value meets the required standard
- Monitors aggregated contract and supplier performance, ensuring any risk is managed appropriately and that all actions identified are resolved in a timely manner whilst minimising the impact on GoJ and service delivery
- Cultivates transparent supplier relationships - helping the organisation become a customer of choice to help to deliver department, category and enterprise level visibility of strategic supplier risk and performance across GoJ
- In conjunction with Commercial Specialists and Service (Contract) Managers, manage the on-going commercial and contractual relationship with key suppliers and develop improvement plans with suppliers, business stakeholders and procurement colleagues
- Supports the Supply Chain to drive supply chain improvements, collaboration and innovation across the supplier base. Overseeing the coordination of activity between suppliers and the organisation and ensuring a collaborative approach that allows both parties to meet their strategic objectives whilst improving outcomes for GoJ

- Supports the resolution of commercial and contractual disputes and support Service (Contract) Managers in resolving operational issues/escalations as required
- Coaching and mentoring the Commercial Services team and the business to increase expertise and capability whilst embedding the right contract and supplier management practices. Cultivates a culture of continuous improvements across GoJ and its supply base to maximise the impact of supplier and contract management

### Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

### Organisational structure



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<p>Relevant business degree</p> <p>Up to 5 years equivalent experience</p> <p>MCIPS or CIPS qualified (or equivalent experience)</p>	
<b>Knowledge</b>	<p>Demonstrable knowledge of business engagement, board level stakeholder management and influence to drive improved ways of working</p> <p>Demonstrable knowledge of designing and adopting progressive contract and supplier management practices that deliver value and enhance community wealth</p> <p>Excellent knowledge of working with third parties and developing their solutions to best meet organisational needs and can coach others on the subject</p> <p>Knowledge of enhancing social value in contracts and from supplier relationships to deliver increased value and outcomes throughout the commercial and procurement lifecycle. Coaching the team and the wider business to grow their knowledge and enhance commerciality within the organisation</p> <p>Knowledge of relevant commercial legal provisions and processes, coupled with the skills to use this knowledge to manage contracts appropriately</p> <p>Knowledge and ability to drive strategic projects and services within large, complex organisations undergoing significant change programmes.</p>	<p>Understanding of the Jersey political landscape (how things get done)</p> <p>Understanding of the Government Plan</p> <p>An appreciation of the Team Jersey and One Government vision.</p>
<b>Technical / Work-based Skills</b>	<p>Ability to bring together and articulate the broader business context and understanding of the strategic business priorities and objectives. Coaching others to ensure they are comfortable discussing these with strategic stakeholders across the organisation</p> <p>Excellent ability to monitor and manage performance against contracts, KPIs and SLAs. Meeting with suppliers and the supply chain to</p>	

	<p>discuss performance and develop improvement plans to address poor performance</p> <p>Ability to draw on a range of consulting skills to drive strategic stakeholder engagement, effective communication, demonstrate creativity in problem solving, develop and deliver compelling solutions and manage the people side of change</p> <p>Good analytical reasoning and data analysis to support insight led decision-making. With the ability to interpret and present the information to positively influence decision makers across the organisation</p> <p>Excellent ability to identify and manage risks within supply chains, communicating effectively with all parties involved to reach positive outcomes. Can coach others to enhance these skills within the team</p>	
<p><b>General Skills/Attributes</b></p>	<p>Demonstrable business and network engagement skills, with the presence to be a role model for other team members, influence positive outcomes and the confidence to challenge</p> <p>Demonstrates capability and capacity for critical thinking and ability to apply this insight in a practical and engaging manner</p> <p>Demonstrable capability to troubleshoot and collaboratively resolve problems that occur throughout the commercial lifecycle</p>	
<p><b>Experience</b></p>	<p>Demonstrable experience of supporting or leading the implementation of new service lines within large, complex organisations. Developing and refining the service offering to meet organisational needs</p> <p>Significant demonstrable experience of working with large suppliers and supply chains. Providing thought leadership throughout the commercial lifecycle to maximise the outcomes of third party agreements and minimise commercial risk</p> <p>Demonstrable experience of growing local supply chains to meet strategic objectives and enhance local economies. Coaching internal and external stakeholders to enhance commerciality and decision making</p>	

## Core Accountabilities, Attributes and Behaviour Indicators

### **Delete as appropriate:**

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 1 to 3 core accountabilities, attributes and behaviour indicators.

This is a Tier 5 role.