

## Key Supplier Services Portfolio Manager

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**Department:** Infrastructure and Environment  
**Section:** Operations and Transport  
**Reports to:** Head of Operational Improvement  
**JE Ref:** IE1153

**Grade:** CS12

**JE Date:** 07/03/2024

### Job purpose

Managing a portfolio of key capital and non-capital contracts and supplier relationships, including developing an Operations and Transport contract management framework and organising and controlling the development, planning, implementation and delivery of such contracts ensuring that the work components are sufficient to meet well-defined objectives to support the successful delivery of key services for Operations and Transport.

Transforms and drives the approach to 3rd party service delivery and relationship management across Operations and Transport, repositioning the department as an intelligent client equipped to leverage our position within the supply chain.

### Job specific outcomes

Direct the overall management of key 3rd party services delivered on behalf of Operations and Transport, coordinating the maintenance of appropriate standards, setting expectations in relation to Management Information and its use/implementation and ensuring that physical and financial resources are correctly allocated and that high quality services are delivered on time and to budget to ensure that benefits and best value for public spend are being realised at all times.

Prepare, verify, and deliver procurement delivery strategies within the overarching Government framework ensuring that governance processes are followed in line with organisational policy, ensuring a consistent approach for all programmes that are running at any given time across Operations and Transport.

Engage with a range of stakeholders, coordinating consultations on programme scope, dependencies and deliverables, collating and communicating 3rd party service provider performance / risks to the Head of Operational Improvement, providing regular progress reports on the provision of key services and addressing queries and complaints related to various contracts, ensuring effective stakeholder management to support operational delivery.

Set standards for contract management systems, Key Performance Indicators and reporting tools, and other procedures, ensuring all documentation and processes conform to Government regulations and legal requirements to support effective project and programme governance. Managing the commercial relationships between Operations and Transport and its key 3rd party service providers and influencing the right outcomes from commercial decisions.

Leads Operations and Transport in developing fit for purpose 3rd party service delivery strategies that include innovative, progressive approaches to utilising resource to deliver better outcomes in the most efficient, effective, equitable and sustainable way. Working with the Head of Operational

Improvement and key internal stakeholders to deliver department strategies and improve 3rd party service delivery outcomes to Jersey and its residents.

Acts as a change agent to influence behaviours and encourage Operations and Transport to move towards progressive approaches to commercial and procurement solutions that maximise the impact and value of commercial decisions. Instilling long-term mind-sets within stakeholders to focus on the long-term sustainability of commercial decisions and take into account the total cost of ownership.

Act as point of escalation for issues and disputes arising from the delivery of 3rd party services.

Coaching and mentoring Operations and Transport stakeholders to embed commercial and 3rd party services management practices and expertise.

### Statutory responsibilities

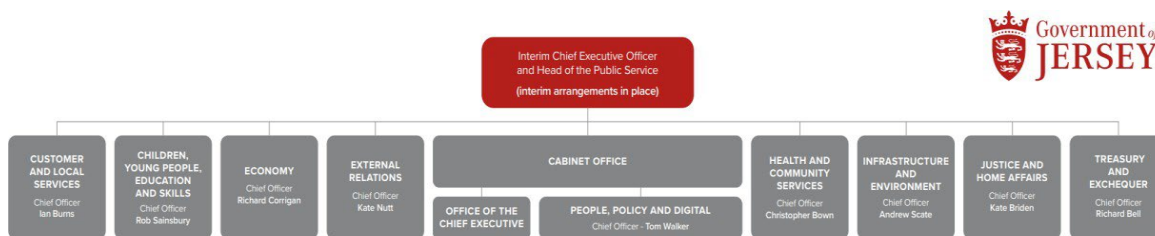
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

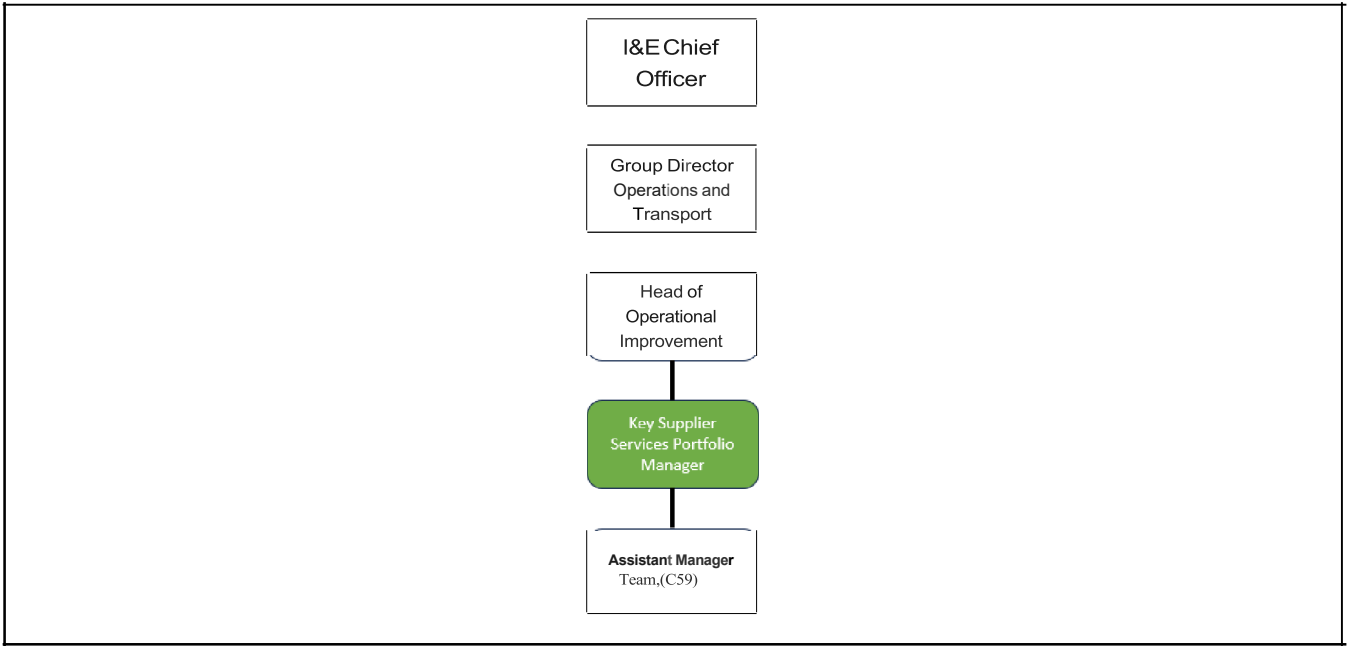
### Services (TIER 1,2 and 3 jobs only-DELETE if not applicable)

- Operational Improvement

### Organisational structure



### Organisation chart



## Person Specification

### Specific to the role

*Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.*

*It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.*

Attributes	Essential	Desirable
<b>Qualifications</b>	<p>MCIPS or CIPS qualified (or equivalent experience)</p> <p>Up to 5 years' experience in supply chain management, commercial and procurement related role within public or private sector</p>	Relevant business degree
<b>Knowledge</b>	<p>Demonstrable knowledge of operational business engagement, board level stakeholder management and influence to drive improved ways of working within large organisations undergoing significant change programmes. Coaching the wider business to grow their knowledge and enhance commerciality and 3rd party services management discipline within Operations and Transport.</p> <p>Demonstrable knowledge of designing and adopting 3rd party services management approaches that foster high quality service delivery outcomes.</p> <p>Excellent knowledge of developing and implementing strategic commercial and procurement strategies and best practices.</p>	
<b>Technical / Work-based Skills</b>	<p>Ability to bring together a deep knowledge of the broader business context and understanding of the strategic business priorities, objectives with market and supplier insights to increase value to GoJ throughout the end to end supply chain.</p>	

	<p>Excellent ability to draw on a range of consulting skills to drive stakeholder engagement, effective communication, demonstrate creativity in problem solving, develop and deliver compelling solutions and manage the people side of change. 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><b>General Skills / Attributes</b></p>	<p>Demonstrable business engagement skills, with the presence to be a role model for other team members, influence positive outcomes and the confidence to challenge</p> <p>Excellent ability to build strong credible relationships with senior stakeholders based on trust, reliability and constructive challenge with GoJ, business owners, stakeholders and suppliers</p> <p>Demonstrates excellent capability and capacity for critical thinking and ability to apply this insight in a practical and engaging manner</p> <p>Good ability to coach large matrix teams across complex organisations to enhance commerciality and grow talent</p>	
<p><b>Experience</b></p>	<p>Significant demonstrable experience of working within large organisations (preferably within a service delivery environment). Achieving positive outcomes that contribute to the organisation's strategic objectives</p> <p>Demonstrable experience of working in area(s) of commercial, 3rd party services management, financial and/or commissioning.</p> <p>Experience of seeking and inviting ideas and intelligence from external sources; encouraging cross-industry partnerships that drive value and innovation.</p>	

Significant demonstrable experience of achieving enhanced value for money, social value, risk management, innovation and sustainable supplier relationships through complex, strategic negotiations pre and post award of contracts	
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## Personal Attributes

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 4 core accountabilities attributes and behaviour indicators.