

DIGITAL VENDOR MANAGEMENT OFFICER

Job Description

Directorate:	Resources		
Service:	Digital Commissioning		
Location:	County Hall		
Salary range:	Grade 10	Grade:	10
Reports to:	Digital Vendor and Assets Manager	Staff responsible for:	None

Job purpose and scope

The Digital Vendor Management officer will be responsible for the practical management of Digital vendor performance and working across Digital services and closely with the Procurement and Contract Management Service to understand and help shape and influence the technology market in readiness for the future needs of the Councils digital agenda.

The role ensures that the council robustly manages its vendors to provide value for money, adhere to agreed contractual standards, and manage all contracts as part of the agreed vendor management lifecycle in digital services.

Performance Indicators

- Quality of advice/service against legal, safety and best practice standards
- Achievement of relevant service targets
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing
- Customer and stakeholder feedback
- Leading Lancashire Framework

Accountabilities/Responsibilities

- Assist in managing supplier relationships, negotiating contracts, and ensuring vendors meet performance and compliance standards.
- Support strategic vendor selection, contract negotiation, and management.
- Monitor vendor performance to ensure they meet contractual obligations, including adherence to cybersecurity standards.
- Maintain vendor relationships and build effective partnerships.
- Assist in resolving any issues and problems with vendors and escalate to the Vendor and Assets Manager as needed.
- Coordinate with other departments such as procurement, finance, and operations to ensure smooth collaboration with vendors.
- Conduct vendor evaluations to assess their ability to meet quality and delivery requirements.
- Ensure all vendor documentation is up to date and in compliance with company policies.
- Maintain clear and reliable records of all vendor agreements and update as necessary.

- Assist in developing and implementing vendor management policies and procedures.
- Perform vendor risk assessments to identify and mitigate potential risks associated with vendor relationships.
- Assist in the onboarding process for new vendors to ensure smooth integration and compliance with council service and performance standards.
- Collaborate closely with the procurement team to ensure that digital procurements are effectively managed and aligned with the council's objectives.
- Ensure that all vendors adhere to the council's cybersecurity standards and other relevant policies.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It is not intended to be either prescriptive or exhaustive and will inevitably change. You are expected to be flexible and may be required to operate in different areas of work/carry out different duties as required.

Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

- **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

- **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

- Professionally qualified/relevant degree (e.g. digital services, vendor management, or a related field), or equivalent experience
- Substantial experience or substantial vocational experience demonstrating development through involvement in a series of progressively demanding roles
- Certifications in vendor management, procurement, or related areas, e.g. Certified Professional in Supply Management (CPSM), or Certified Supply Chain Professional (CSCP)*

Experience

- Experience in vendor management, including strategic vendor selection, contract negotiation, and performance monitoring
- Experience in managing digital purchasing, licensing, and asset management
- Experience in developing and implementing vendor management policies and procedures
- Some experience in conducting vendor evaluations and performance reviews.
- Some experience in managing vendor relationships and building effective partnerships
- Strong experience in resolving issues and problems with vendors and escalating as needed
- Proven experience in coordinating with other departments such as procurement, finance, and operations to ensure smooth collaboration with vendors
- Experience in maintaining clear and reliable records of all vendor agreements and updating as necessary
- Experience in conducting vendor risk assessments to identify and mitigate potential risks associated with vendor relationships
- Experience in operating within vendor onboarding processes to ensure smooth integration and compliance with council service and performance standards
- Experience in collaborating closely with the procurement team to ensure that digital procurements are effectively managed and aligned with the council's objectives
- Experience in ensuring that all vendors adhere to the council's cybersecurity standards and other relevant policies
- Experience in facilitating the integration of vendor management with the council's service standards and design principles as outlined by the architecture team.

Essential knowledge, skills & abilities

- **Vendor Coordination:** Ability to assist in managing supplier relationships, ensuring vendors meet performance and compliance standards.
- **Contract Support:** Experience in supporting contract negotiation and management.

- **Performance Monitoring:** Monitor vendor performance to ensure they meet contractual obligations, including adherence to cybersecurity standards.
- **Relationship Building:** Maintain vendor relationships and build effective partnerships.
- **Problem Solving:** Assist in resolving any issues and problems with vendors and escalate to the Vendor and Assets Manager as needed.
- **Collaboration:** Coordinate with other departments such as procurement, finance, and operations to ensure smooth collaboration with vendors.
- **Evaluation:** Conduct vendor evaluations to assess their ability to meet quality and delivery requirements.
- **Documentation:** Ensure all vendor documentation is up to date and in compliance with company policies.
- **Record Keeping:** Maintain clear and reliable records of all vendor agreements and update as necessary.
- **Risk Assessment:** Perform vendor risk assessments to identify and mitigate potential risks associated with vendor relationships.
- **Onboarding:** Assist in the onboarding process for new vendors to ensure smooth integration and compliance with council service and performance standards.
- **Procurement Alignment:** Collaborate closely with the procurement team to ensure that digital procurements are effectively managed and aligned with the council's objectives.
- **Cybersecurity:** Ensure that all vendors adhere to the council's cybersecurity standards and other relevant policies.
- **Integration:** Facilitate the integration of vendor management with the council's service standards and design principles as outlined by the architecture team.

Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.