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| **Role Title** | **Digital & ICT Supply Chain Manager** |
| **Job Family** | **Corporate Development** |
| **Competency Level** | **Senior Manager** |
| **Pay Scale** | **PO8** |
| **Purpose** | |
| To lead, plan, develop and deliver supply chain activities within Digital & ICT Services to procure goods and services, and manage suppliers and contracts which support Council IT systems and services, ensuring the Council maximises service outcomes in relation to cost.  The scope of the role includes:   * Lead Procurement, Management & Monitoring of Digital & ICT owned contracts and suppliers * Advise and support Council Services on IT procurement and contract management * Maximise supplier performance and value to support financial management of service budgets * Identify and lead procurement of opportunities to reduce costs and improve performance * Monitor and manage contract/supplier performance, benefits, improvements, costs and savings * Work with internal services including Corporate Procurement, Legal & Finance. | |
| **Generic Accountabilities** | **End Results / Outcomes** |
| Plan and ensure delivery within a complex / diverse service area. Control supply chain activities within the service area and ensure professional standards are delivered. | The service is delivered to the quality, Council, professional and legislative standards required.  Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.  Corporate strategies are effectively implemented within area of responsibility.  External inspections are managed effectively.  Excellent supplier service |
| Manage responses to complex professional or politically sensitive issues within the area of responsibility.  Manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility. | Expert opinion, advice, supports and interpretation is provided on all aspects of the area of responsibility, including major decisions.  Major issues are managed through to a satisfactory conclusion.  Supplier outcomes are clearly understood and specified.  Services / goods are delivered on time, to budget and standards agreed.  Opportunities to improve delivery / capacity of provision are proactively identified and actioned.  Suppliers and supply chains are resilient and adaptable to meet changing needs.  Expected operational efficiencies are realised. |
| Develops plans to meet strategic business goals. Ensure compliance with all internal and external standards. | Plans and targets for area of responsibility are developed from Council’s overall strategic directives and agreed and communicated within required timeframe.  Strategic and operational input is provided to wider business planning and development.  Progress against objectives is effectively monitored and delivered. |
| Ensure the development and delivery of continuous improvements in all aspects of supply chain. | Improvements are developed and delivered effectively.  Stakeholder requirements are met. |
| Lead, motivate and develop staff to create and maintain a highly competent and participative workforce. | The team is highly competent, effective, motivated and outcomes focussed.  Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.  Effective team meetings take place to required timescales. |
| Identify, secure, deploy and manage suppliers and contracts to meet/exceed service objectives. | Resources are utilised optimally and efficiently.  Annual supplier spending is monitored, and variations addressed. Value for money is maximised. |
| Ensure the relevant standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained. | Safeguarding standards are monitored and maintained in compliance with Council policy. |
| Implement a risk management programme and advise on issues for Digital & ICT supply chain. | Business threatening situations are recognised, planned for and managed or escalated as appropriate.  Continuous service is provided. |
| Ensure the successful implementation of health and safety legislation, policies and practices. | Supply Chain risks to staff and others are assessed and managed. |
| **Job Specific Accountabilities** |  |
| **Procurement** | Effective processes for procurement of products and services.  Lead procurement within Digital & ICT Services and support external services on IT related projects.  Advise on policy and procedures for selecting suppliers, tendering and procurement. Work within public sector standards such as frameworks.  Manage resources, activities and outputs within procurement processes and responsible for outcomes  Work with Corporate Procurement & Legal where required (including OEJU). |
| **Supplier Management** | Effective processes for identifying, evaluating and recommending suppliers in line with Council requirements and relevant legislation including Information Security.  Performance and cost management of suppliers using SLAs, benchmarks and KPIs.  Lead service meetings, working with colleagues in Digital & ICT as well as stakeholders and customers.  Conduct reviews of key suppliers, make recommendations and address performance issues.  Maintain standardised document suite for IT contract management process. |
| **Contracts** | Draft contracts, changes and extensions, working closely with colleagues, services and Council’s Legal and Supply Chain teams.  Ensure all contracts are in line with Council procedures, technical requirements, service specification and business objectives.  identify and address potential cost, performance and legal risks in contracts, working with specialist legal and supply chain resources where necessary.  Enforce contractual obligations met and appropriate risk and reward mechanism in place, such as service credits |
| **Strategy** | Evaluation of existing suppliers and contracts to advise on current capabilities, needs and future requirements and develop supply chain strategy and plans.  Work with colleagues in Digital & ICT to understand technical requirements and strategy.  Analyse supplier and contract data to predict trends in demand and costs.  Market research and analysis to advise and identify opportunities to enable Digital & ICT strategies, improve products and services and reduce costs. |
| **Supporting Activities** | Maintain related, operational and transaction records, contract registers, and cloud cost-analysis data.  Document history of supplier improvements, savings, costs and performance.  Maintain a register of assets (including equipment, software and licences) under contract and manage any associated supply levels  Provide reports and information on area of responsibility and with audits as required.  Work with finance to identify and track expenditure on suppliers/contracts to assist management of ICT budgets.  Develop and maintain trusted relationships with colleagues and senior leaders across the Council to support the objectives of the role  Take ownership of coordinating service reviews with internal and external stakeholders to ensure reviews are accurately documented and shared with all parties in a timely manner. |

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| **Nature of Contacts**  Frequent contact with Heads of Service and senior managers in the authority, as well as external agencies and organisations.  Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions.  Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Develop relationships with people at all levels confidently, sensitively and diplomatically.  Provide expert advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.  Manage relationships with stakeholders and partners including complex and contractual issues. Communicate changes in policy and working practice to contacts. |

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| **Procedural Context**  Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, to ensure performance standards are met within a framework of policy and legislation.  Accountable for the performance of the service area against agreed objectives. Develop service plan for area of responsibility and contribute to term wider service planning. Professionally accountable for interventions within area of responsibility.  Manage complex / high risk activities, often in situations where there is ambiguity, using initiative and judgement when required. Think and act strategically in decision making in a complex professional and political environment.  Development of policies and procedures and strategy for own area. Lead in partnership development, working with a range of agencies and extended services to meet strategic, legislative and Government policy requirements.  Provide support to customers, colleagues and other stakeholders through applying knowledge of supply chain procedures and best practice.  May involve isolated working outside core hours and occasionally the post will be expected to work from other locations  Reports to Assistant Director of ICT Operations |

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| **Resourcing**  Monitoring and controlling supply chain activities against budget and expenditure expectations.  Manages 1 Digital & ICT Supply Chain apprentice |
| **Knowledge & Skills**  Excellent understanding and ability to manage Supply Chain activities  Understanding of Council services and ICT capabilities and opportunities including Cloud  Skilled negotiator and influencer  Able to work in a structured and strategic way but able to adapt and come up with innovative solutions  Able to understand, evaluate, draft complex documents  Strong organisational and process skills  Proficient in MS 365 suite including Intermediate or advance skills in Excel  Financial acumen  **Experience**  Management of Supply Chain and budgeting activities  Significant experience of procurement, including frameworks and tender processes  Drafting documentation including reports, contracts and tenders.  Track record of negotiating improved performance and savings  Managed multiple service contracts valued from £100K+ annual value  Understanding of budgets and finance, ordering and billing processes |
| **Indicative Qualifications**  Educated to degree standard or equivalent  Relevant professional qualification |
| The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed. |