



Job Description

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| Post/Job Title: | IT Supplier and Licensing Team Manager |
| Post holder: | |
| Location: | University wide (Lansdowne Campus/Talbot Campus) |
| School/Professional Service: | IT Services |
| Group/Section: | IT Business Management |
| Normal hours per week: | Full Time (Some flexibility will be required in order to ensure that key time scales and deadlines are met). |
| Grade: | 8 |
| Accountable to: | IT Business Manager |
| Normal hours per week: | Full Time |

Job Purpose

IT Business Management is responsible for the administration of IT Services. This team ensures that all non-programme budgets are managed effectively and maintains oversight of financial performance against agreed savings targets. The team also manages business as usual procurement processes and contracts, ensuring that IT vendors are delivering the services and products they are being contracted to provide, and that contracts are up-to-date and compliant with relevant regulations.

The Supplier Management, Purchasing and Software Licensing team are key to this delivery and are responsible for managing the ongoing relationships with suppliers and managing procurement of key software, hardware and support contracts to support the delivery of high quality, fit for purpose solutions that meet business requirements.

Reporting to the IT Business Manager and being part of the management team for this department, the IT Supplier and Licensing Team Manager will be responsible for defining and delivering high quality processes and for managing the Supplier Management, Purchasing and Software Licensing team ensuring quality and consistency of delivery to stakeholders. The post holder will be responsible for assessing value for money for contracts and monitoring the financial aspects of new procurements and existing contracts.

Main Responsibilities

1. Lead and manage activity related to supplier and contract management for BU IT Services ensuring value for money, reduction of risk and ease of operational ongoing management principles are considered.
2. Build relationships with key suppliers based on mutual trust that will enable a partnership approach. Acting as a point of contact for supplier related communications, maintaining relevant documentation and ensuring this is accessible as appropriate.

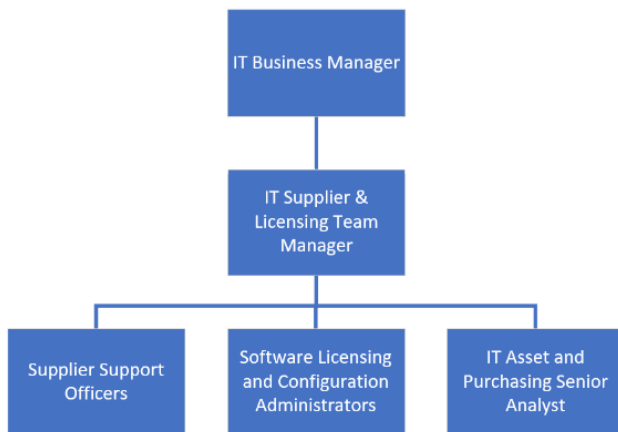
3. Manage key suppliers on a day-to-day basis, including creation of metrics and KPI's to demonstrate performance, attending operational and strategic meetings with the supplier account management team and managing any problems and associated contractual issues on behalf of IT Services and BU.
4. Create a schedule of supplier reviews for key suppliers as outlined in agreed contracts and lead these meetings, ensuring supplier is on track to meet business as usual targets and collaborate with Transformation/Project Managers to ensure that committed project work is proceeding as expected.
5. Manage and maintain a database of IT Services managed contracts including brief outline of the contract, supplier contact details, contract expiry and renewal dates and license quantities.
6. Lead and oversee the business-as-usual contract renewal process ensuring that support contracts for services and systems do not expire and are renewed in a timely manner ensuring continuity of support for BU.
7. Challenge, if appropriate, the requirements for renewal with identified owners to ensure that BU are getting value for money on spend with our suppliers.
8. Collaborate with Transformation/Project Managers/Business areas in the definition and negotiation of new supplier contracts, act as the subject matter expert in contract definition and provide advice and guidance on operational Service Level Agreement (SLA) considerations. Recommend changes to draft contracts and scope of works to ensure delivery by the supplier is as expected by BU.
9. Lead in the definition and negotiation of changes / extensions to existing contracts including acting as the 'voice of IT' (and BU where required) in negotiations and scope discussions.
10. Build trusted working relationships with internal stakeholders involved in the BU contract definition and approval process including the Legal and Procurement teams to ensure that IT Services purchasing proceeds through the process in a timely manner.
11. Advise internal IT stakeholders regarding the impact of proposed contracts, ensuring IT staff are aware of required commitments and contract implications and can meet them.
12. Oversee the software license renewal process ensuring that identified owners are consulted on whether renewal is required and managing the renewal process in a timely manner ensuring that licenses do not expire which could affect end users – staff and students.
13. Support the Software Licensing team by acting as an escalation point to resolve issues with the renewal process.
14. Review and challenge, where appropriate, purchase or renewal (including quantities) of software licenses to enable consolidation and cost saving for BU. Facilitate discussion with Faculties or Professional services and IT Services to gain agreement to consolidation.
15. Support the IT Asset and Purchasing Senior Analyst to undertake cost effective and efficient purchasing of physical assets to allow day to day operations to run effectively.
16. Ensure all Procurement activity is in compliance of the Public Sector Procurement regulations as advised by the BU Procurement and Legal teams.
17. Maintain a current knowledge of legislation appropriate to information systems, such as the Data Protection Act and Computer Misuse Act.
18. Read, understand and follow the Principles, Policies, Processes, and Procedures of IT Services and the university. Be empowered to highlight non-compliance when identified.

19. Ensure that information and cyber security review and remediation is embedded within all IT work delivered to ensure that the university is protected against the ever-evolving cyber threat landscape.
20. Make excellent service experience the key component for all services, ensuring that the IT team are viewed as a trusted member of the university community.
21. Any other duties that may be reasonably required.

Team Management

22. Create, develop, and embed a culture that allows teamwork and creativity to flourish. Set clear objectives for the Supplier Management, Purchasing and Software licensing team members based on their individual strengths and weaknesses and ensure that they are regularly reviewed through collaborative meetings and appraisals. Effectively manage performance with supportive leadership and mentoring.
23. Maintain plan for Supplier Management, Purchasing and Software licensing team work requests and dynamically re-prioritise and allocate work to meet planned and emerging needs from IT Exec, senior IT managers and Faculties and Professional Services.
24. Define, deliver and own high quality processes, procedures, and documentation for the team that incorporate industry good practice and ensure that these are followed/used by the team in delivery.
25. Work collaboratively as part of own group and wider IT Services senior management team to resolve issues as one team and ensure staff are trusted, supported and respected for their area of specialism.

Organisation Chart



IT Services Dimensions

- Over 100 people in IT Services, including established staff, those on fixed term contracts, and contractors.
- Overall ITS budget of approx. £15m per annum
- 40+ projects running at one time
- Supporting 4000+ staff and 20,000+ students
- 4,500 computers
- Over 500 servers
- 1000+ applications

Contacts Internal and external, including level

Internal:

Colleagues at all levels within the organisation, up to and including members of UET

External:

- Students
- Customers
- HE Sector colleagues
- Suppliers

Challenges

- Delivering excellent service with finite resources
- Ongoing process and service excellence review

Information Governance Responsibilities

Data User

i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Additional Information

NB: The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives, and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan, and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

February 2025

Person Specification

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| Post / Job Title: IT Supplier and Licensing Team Manager | Post No: |
| School / Service: IT Services | Date: February 2025 |
| SELECTION CRITERIA | Essential / Desirable |
| Knowledge (including experience and qualifications) | |
| Degree, equivalent qualification, or demonstrable, comparable, capability in a relevant subject area | Essential |
| Experience of work planning and resource forecasting | Essential |
| Strong understanding of public sector financial procurement and purchasing principles and processes | Essential |
| Evidence of successful leadership and management | Essential |
| Experience of managing dynamic teams in a structured environment | Essential |
| Knowledge and experience of supplier management techniques for process and quality improvement and developing good customer relationships | Essential |
| Experience of developing and implementing effective contract management processes | Essential |
| Good commercial awareness including appreciation of Total Cost of Ownership (TCO) | Essential |
| Understanding of IT Service provision in medium to large organisations | Essential |
| Awareness and understanding of the activities and developments within Higher Education and/or public sector | Essential |
| Good awareness of IT related legislation and guidelines e.g. DPA, DDA, Computer Misuse Act | Essential |
| Knowledge of PRINCE2, other formal project management and ITIL Service Management methodology, especially with reference to supplier management | Essential |
| Experience of strategic planning in the HE sector or equivalent | Desirable |
| Experience working in a large organisation with complex systems / processes | Desirable |
| Skills | |
| Excellent IT skills, including Microsoft Office suite and Microsoft 365 | Essential |
| Excellent interpersonal skills including motivational negotiating, influencing and relationship building (including at a senior level) | Essential |
| Effective organisation and planning skills with the ability to prioritise workload and delegate as needed | Essential |
| Identify, analyse and address problems in order to resolve issues whenever possible in a way that minimises the negative impact on the organisation | Essential |
| Demonstrable ability to lead and inspire multi-skilled teams | Essential |
| Ability to support, mentor and manage other members of staff | Essential |
| Demonstrate excellent verbal and written communication skills, across all levels | Essential |
| Demonstrable ability to handle a range of activities to tight and varied timescales | Essential |
| Demonstrable ability to engage and collaborate with staff at a business and technical level | Essential |
| Strong analytical skills; ability to evaluate complex issues often with incomplete information and to devise effective, workable solutions | Desirable |
| Attributes | |
| Customer-centric approach | Essential |
| Empathetic and collaborative | Essential |
| Innovative and pro-active | Essential |
| Excellent attention to detail | Essential |