Role Title	Vendor Manager
Function & Dept.	Vendor Management – Software UK Division
Career Growth Level	Contributing & Developing (D)
CGP Descriptor	Qualified specialists, recognised for their expertise, serving as pivotal contributors in various domains. These specialists play a vital role in influencing and shaping new business strategies, policies, practices, and content, catering to both external and internal customers. Their responsibilities may encompass problem-solving and the development and execution of purpose-driven solutions, often of a complex nature, to meet the specific needs of both external and internal customers
Team	Software UK Division
Reports to	Kat Hill/Andy Dunbar
Role Purpose	The Vendor Manager at SCC is responsible for managing and optimising relationships with key software vendors, specifically focusing on Strategic and Accelerate vendors. This role involves building and nurturing key stakeholder relationships to foster collaboration and mutual growth, driving growth by identifying and leveraging opportunities within vendor partnerships, and maximising value through effective negotiation, contract management, and performance monitoring. Additionally, the Vendor Manager ensures alignment with SCC's strategic goals by integrating vendor strategies with company objectives and maintaining a forward-looking approach.
Key Responsibilities	

1. **Vendor Relationship Management:** Manage relationships with Strategic and Accelerate vendors, serving as the primary point of contact for vendor-related issues and opportunities.

2. **Go-to-Market & Revenue-Generating Activities:** Collaborate on growth plans with Strategic and Accelerate vendors.

3. **Certification and Compliance:** Ensure the highest level of certifications and specialisations for Strategic and Accelerate vendors by ensuring training is completed to keep up with industry standards.

4. **Strategic Initiatives:** Drive and support marketplace partnerships and manage the services partners ecosystem.

5. **Financial Management:** Secure development funds and resources (*gross profit*).

6. **Proactive Engagement:** Engage with vendor partners to develop their business with SCC.

7. **Distribution Relationship Management:** Manage relationships with aligned distribution partners to maximise incentives, optimise costs and drive value across the distributors' resources, market intelligence and data.

8. **Contract Management:** Ensure that vendors are fully onboarded and that all required documentation and approvals are in place and maintained (*i.e. NDAs, terms and conditions*).

9. **Monitor Vendor Performance:** Ensure that vendors meet performance standards and service level agreements (*SLAs*) and address any issues that arise.

10. **Risk Mitigation:** Identify and mitigate risks associated with vendor relationships, including compliance and security risks.

Person Specification		

Qualifications:
- Bachelor's degree in Information Technology, Business Management or a related discipline.

Experience:
- Proven experience in vendor management within the technology sector.
- Familiarity with procurement and vendor management platforms like SAP Ariba.

Skills:
- Ability to manage multiple priorities and meet deadlines.
- Strong organisational and time management skills.

Personal Attributes:
- High level of integrity and professionalism.
- Positive attitude and strong work ethic.
- Adaptable and flexible in a fast-paced environment.

Interpersonal Skills:
- Strong interpersonal and relationship-building skills.
- Exceptional stakeholder management skills, capable of engaging and clearly communicating with teams across the vendor landscape, the Software UK Division and the wider SCC business.
- Excellent communication and negotiation abilities.
- Proficient in presenting to diverse audiences.

Key Competencies		Level
1.	Strategic Thinking	1/2
2	Influencing and Negotiating	2
3.	Communication Skills	2
4.	Relationship Building	2
5.	Planning and Organising	1/2
6.	Project Management	1/2

Value Behaviours		Level
1.	Responsibility	1
2.	Passion	1
3.	Customer First	1
4.	Agility	1
5.	Family	1

Version	Date	Description	Approved by	Date
1.0	November 2023	Original	HR	November 2023
2.0	March 2024	Formatting of cells	HR	March 2024