Role Profile

Role Title	Level	Team	Function
Technical Vendor Analyst		Technology	IT Service

Purpose of the Role
The *Technical Vendor Analyst* works as part of the team to manage the relationship with third party vendors providing technology services to IFGL, its brands and cross-functional teams and our customers. This is achieved through • **Ensuring that suppliers are conformant to Group Policies and Standards**; are meeting performance, service level and commercial obligations; taking action when they aren't. • **Working as part of the team that ensure that our suppliers are accurately categorised** in accordance to their contribution to the Group based **on risk, materiality and criticality**. • Working to maintain a **robust commercial and procurement approach** as part of our **Supply Chain Management practices.** Through ensuring our suppliers comply with best practice, group policies and deliver against their contracts – whether they're existing suppliers or part of a tender for new business the – *Technical Vendor Analyst* is part of a wide team committed to ensuring that IFGL's providers deliver what they're obligated to.

Key Contribution Areas	Measures
• Vendor Relationship Management	• Work with **Technical Vendors** managed by IFGL Technology and the *Technical Vendor Manager* **to ensure that they are compliant with their commercial obligations, adhering to Group Policies, and meeting agreed Service Levels** and other performance metrics. • **Work with non-Technology relationship owner stakeholders across IFGL Brands and Cross-Functional teams to provide guidance and assistance** managing their suppliers' performance, best practices, adherence to Group Technology policy. • **Where contractual agreements preclude adherence to Group Policy**, Group Processes or industry best practices work with *the Technical Vendor Manager* to **help manage the exception via the Risk Management processes,** working with *Service Excellence* and *Architecture* to drive forward acceptance, mitigation or strategic resolution.

• Supply Chain Management	• Working with *IT Contract and Procurement specialists, the Technical Vendor Manager* and other Technology, Brand and Cross-Functional teams to **support the selection of new suppliers that can meet our requirements and ensure that their on-boarding is compliant with our Policies**.
	
	• **Assist with performance of vendor segmentation reviews** and thereafter annual refreshes **of supplier categorisation, materiality and residual risk positions**.
	
	• **Assist with performance of regular supplier performance reviews with technical vendors** aligned with materiality categorisation and residual risk position, and taking on a portfolio of suppliers to oversee.
	
	• Assist the *Financial Operations Analyst* and *Contract & Procurement Specialists* to **track intra- and inter-year spend**.
	
	• Assist raising risks using the IFGL Technology and IFGL Risk processes and tooling as appropriate, **tracking their treatment, crystallisation and/or acceptance, and working with the portfolio of suppliers** assigned to ensure this is performed effectively.
	
	• **Work as part of the team to ensure the completion of all mandatory governance documentation**, including but not limited to:
	  • an Exit Strategy for all new and incumbent material suppliers;
	  • Supplier Segmentation Review;
	  • Review of material subcontractors;
	  • Regular performance and compliance scorecards;
	  • Lodging of Governance Meeting minutes in the agreed location;
	  • Reporting of breaches relating to internal policy, regulatory and legal requirements.

• Striving for excellence across our Service Management landscape.	• Work with the *Incident, Problem and Change Manager and Analyst* to **support engaging with and escalation into technical vendors in the event of a major incident, failed resolution service levels, failed changes** or other urgent priorities. • Work with the *Service Excellence Manager* to **ensure technical vendor participation in Post Incident and Failed Change Reviews** within the assigned portfolio of suppliers as appropriate. This will occur following a Major Incident or Failed Change, or by exception when requested from Technology Leadership team or above, **working with the wider team to manage investigations to determine the causal factors and consequent preventative actions.** • Provide updates as to progress and status to stakeholders, Cross-Functional, Brand and Technology stakeholders as appropriate. • Assisting with Special Measures activities or **formal Service Improvement Plans** to proactively address areas of delinquency, substandard performance or commercial non-conformance to obligations, and managing those with suppliers within an assigned portfolio.	
• Reporting	• Work with the *Reporting Analyst* to analyse the requisite data and context, identifying impact, trends and themes.	

• Cross-Functional Collaboration	• Work in a manner that is supportive of, taking steer from, complying with and providing input to the appropriate processes and policies:
	   • Incident Management
	   • Problem Management
	   • Change Management
	   • Service Level Management
	   • *HR*
	   • *Risk Management*
	   • *IT Security*
	   • *Data Protection and Records Management*
	   • *Financial Crime and Anti-Money Laundering*
	   • *Conduct and Compliance*
	   • *Legal*
	
	• Act as on-call Duty Manager, managing incidents out-of-hours and providing a coordination point for changes being deployed, as part of a wider team on a rota basis.
	
	• Provide holiday cover for the *Technical Vendor Manager*	

• Situational Awareness	• Obtain and maintain a working, high-level knowledge of
	    • the **products** that IFGL and our brands provide to our customers;
	    • Which technology **services** are used to provide that - both directly supporting the customer-consumed services and those used by the brands and cross-functional teams to manage those activities;
	    • Which technology **solutions** are used to underpin those - and how they interconnect; and
	    • Which **suppliers**, **partners** and **internal teams** provide those technology solutions.
	    • What **alternatives** exist across the supplier landscape for providers of technology to the Group
	
	 • Keep up-to-date with industry trends surrounding direction-of-travel, incidents and security issues affecting technologies and vendors used.	

• Culture	• Demonstrate an ability to work collaboratively and constructively across multiple teams of differing technical aptitude and geographies. • Demonstrate personal accountability and ownership of own workload and development. • Demonstrate an understanding of the company's core values and how to effectively implement them.	

Functional or Technical Knowledge and Skills Required

- Working knowledge of **Supply Chain Management** practices and processes and how to apply them.
- Experience working in a **relationship management or supply chain management role** previously - preferably within a Financial Services setting.
- **Microsoft Office / Office 365** collaboration tooling experience essential.
- Proven, disciplined and consistent analytic approach and mindset.
- The ability to work with stakeholders at different levels of seniority, across multiple different suppliers and geographies.
- Experience working with outsourced technical landscapes desirable.

Personal Capabilities Required, e.g. skills, attitude, strengths

- A **proactive individual, self-motivated**, and able to use **own initiative**
- **Excellent spoken and written communication skills**, with the ability to express technical concepts in Business English to non-technical audiences.
- The ability to **work under pressure and maintaining focus and accuracy is a necessity** for this role.

People, Budget and Project Scope

- Works in tandem with:
  - *Service Excellence Manager*
  - *Financial Operations Analyst*
  - *IT Contract and Procurement Specialist*
  - *Delivery & Release team*

- *Incident, Problem and Change manager*
- Internal business incident, continuity and disaster recovery stakeholders
- Brand and Cross-Functional team stakeholders

Reports to *the Technical Vendor Manager*.