

Role Profile

Role Title	Level	Team	Function
Technical Vendor Manager		Technology	IT Service

Purpose of the Role

The *Technical Vendor Manager* manages the relationship with third party vendors providing services to IFGL, its brands and cross-functional teams and our customers and leads a team who manage the supply chain. 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.
- **Ensuring that our suppliers are accurately categorised** in accordance to their contribution to the Group based **on risk, materiality and criticality.**
- Building and running **robust commercial and procurement approach** as part of our **Supply Chain Management practices.**

Through working to make sure 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 Manager* is key to ensuring that IFGL's providers deliver what they're obligated to.

Key Contribution Areas	Measures
<ul style="list-style-type: none"> Vendor Relationship Management 	<ul style="list-style-type: none"> Work with Technical Vendors managed by IFGL Technology 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 manage the exception via the Risk Management processes, working with Service Excellence and Architecture to drive forward acceptance, mitigation or strategic resolution.
<ul style="list-style-type: none"> Supply Chain Management 	<ul style="list-style-type: none"> Working with <i>IT Contract and Procurement specialists</i> and other Technology, Brand and Cross-Functional teams to select new suppliers that can meet our requirements and ensure that their on-boarding is compliant with our Policies. Perform segmentation review and thereafter annual refreshes of supplier categorisation, materiality and residual risk positions. Perform regular supplier performance reviews with technical vendors aligned with materiality categorisation and residual risk position. Work with <i>Financial Operations Analyst</i> and <i>Contract & Procurement Specialists</i> to track intra- and inter-year spend. Raise risks using the IFGL Technology and IFGL Risk processes and tooling as appropriate, tracking their treatment, crystallisation and/or acceptance. Complete all mandatory governance documentation, including but not limited to: <ul style="list-style-type: none"> 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.

<ul style="list-style-type: none"> • Striving for excellence across our Service Management landscape. 	<ul style="list-style-type: none"> • Work with the <i>Incident, Problem and Change Manager</i> and <i>Analyst</i> 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 <i>Service Excellence Manager</i> to ensure technical vendor participation in Post Incident and Failed Change Reviews as appropriate, following a Major Incident or Failed Change, or by exception when requested from Technology Leadership team or above, managing investigations to determine the causal factors and consequent mitigation/preventative actions. • Provide updates as to progress and status to stakeholders, Cross-Functional, Brand and Technology Leadership as appropriate. • Managing Special Measures activities or formal Service Improvement Plans to proactively address areas of delinquency, substandard performance or commercial non-conformance to obligations.
<ul style="list-style-type: none"> • Reporting 	<ul style="list-style-type: none"> • Work with the <i>Reporting Analyst</i> to analyse the requisite data and context, identifying impact, trends and themes.
<ul style="list-style-type: none"> • Cross-Functional Collaboration 	<ul style="list-style-type: none"> • Work in a manner that is supportive of, taking steer from, complying with and providing input to the appropriate processes and policies: <ul style="list-style-type: none"> • Incident Management • Problem Management • Change Management • Service Level Management • <i>HR</i> • <i>Risk Management</i> • <i>IT Security</i> • <i>Data Protection and Records Management</i> • <i>Financial Crime and Anti-Money Laundering</i> • <i>Conduct and Compliance</i> • <i>Legal</i> • 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 <i>Technical Vendor Analyst</i> and <i>IT Contract & Procurement Specialist</i>

<ul style="list-style-type: none"> • Situational Awareness 	<ul style="list-style-type: none"> • Obtain and maintain a working, high-level knowledge of <ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • Culture 	<ul style="list-style-type: none"> • 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

- Thorough knowledge of **Supply Chain Management** practices and processes and how to apply them.
- Proven experience working in a **relationship manager, relationship owner** or **supply chain manager** capacity previously - preferably within a Financial Services setting.
- **Microsfor Office / Office 365** Collaboration tooling experience essential.
- Proven, disciplined and consistent analytic approach and mindset.
- The ability to work with stakeholders at multiple 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.
- Previous **line management experience** would be **beneficial** – however not mandatory; coaching will be provided in all cases for the right applicant where needed.
- 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 Head of IT Service*.

Has direct line management responsibilities over *Technical Vendor Analyst* and *IT Contracts & Procurement Specialist*