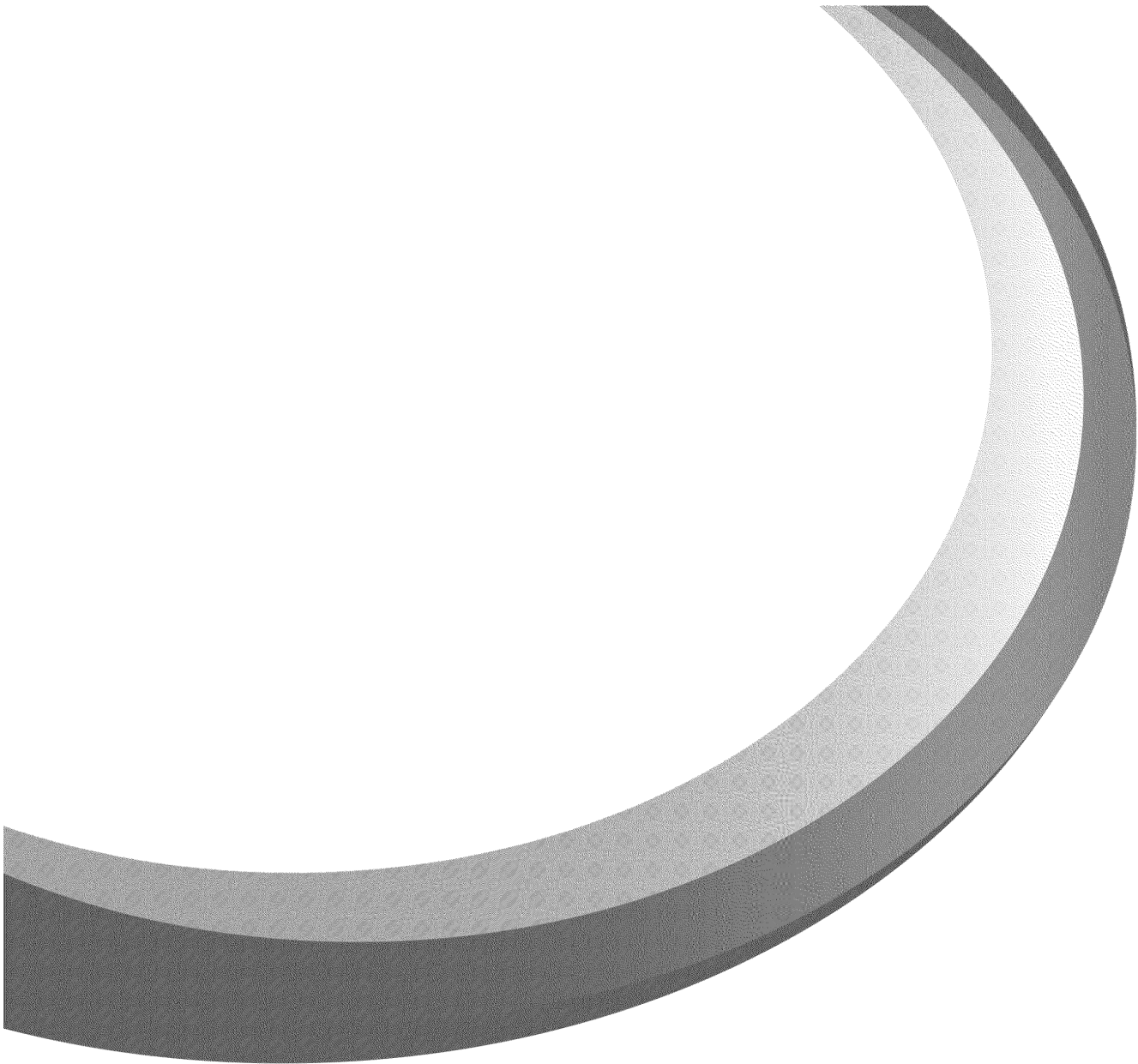




IT Contract Manager



About Post Office

The Post Office has thrived at the heart of high streets and local communities across the UK for over 370 years. As one of the country's most trusted brands, we take our commitment to providing essential services to customers across the UK very seriously.

We're the UK's largest retail network, as well as the largest financial services provider in the UK, with over 11,600 branches nationwide – more than all of the UK's banks and building societies put together.

We know that the best way to provide a great service for customers is to evolve our business and adapt to their changing needs. That's why we have a range of over 170 products and services, from personal financial services like banking, insurance, payments and travel money, to telecoms and, of course, mails. And we're improving our online and in store experience for customers. We know that our customers never stop changing, so neither will we.

Securing the future Post Office's future:

We are working hard to ensure that the next chapter of the Post Office's history is a bright one. We are the current guardians of an iconic business and we want to hand over a thriving network of branches which can continue to provide essential products and services for our customers for many years to come. This is a uniquely exciting and challenging time for the Post Office – we're shaping the future and creating a business we can all be proud of.

Working at the Post Office:

Post Office colleagues are the driving force behind our business. Whether they are in our branches or supporting from our offices, we are proud of the energy, commitment and customer focus our people all have in common.

All Post Office people are guided by our three values and behaviours, see [Code of Business Standards](#):

We **care** by always **thinking customer**
We strive to make things ever better through **honest challenge**
We **commit** to **decisive deliver**

The basics

Job Title:	IT Contract Manager
Grade:	3A
Post Reports to:	Head of IT Contract Management
Division:	Business Performance
Business Unit:	CIO
Budget Responsibility:	
Number of Direct Reports:	0
Location:	London/Chesterfield

The purpose of the role

Responsible for managing IT supplier contract life cycle, which includes changes and modifications and the enforcement of performance and obligation clauses, including incentives and remedies.

Acts as the key contact and subject matter expert for all IT supplier contract-related activities. This includes assisting with negotiating contract terms, conditions, modifications, incentives and remedies, while working with key stakeholders to ensure that their requirements are met.

Working in partnership with IT Procurement, manages the contract execution process, resolving

problems, mitigating delays, assisting with audits, mediating disputes and escalating issues.

Principal accountabilities

Supplier Contract Process Development

- Supporting Vendor Managers in governing the relationship and communication process with suppliers (regardless of Tier) and resolving/settling supplier disputes/commercial issues through attendance at governance meetings.
- Establish contract management objectives, procedures, templates and workflow processes for assigned vendor contracts and deliverable schedules.
- Maintain IT Contracts within POL's central Contract repository (Bravo) which contains all executed contracts, as well as contracts that are under development but are not yet active. Moreover, track Contract Approval Forms, Commercial Terms, Contract Change Notes, Authorisations to Proceed, Letters of Intent, new Schedules and manage and control access to those documents as appropriate.
- Track both vendor and POL contractual obligations, ensuring any key non-compliance is escalated to Senior Management.
- Work with Legal stakeholders to review, develop and insert appropriate legal protections in contracts, as warranted.
- Work with all teams (CIOs, IT Security & Service, IT Transformation, Procurement, Legal, Finance, etc.) to ensure that vendors are performing in accordance with existing requirements and regulatory obligations.
- Develop a knowledge base of negotiating strategies, best practices, and negotiation personnel and teams. Make improvements to processes, procedures, workflow and organisational structures for best practice contract management.
- Administer commercial and financial arrangements with vendors to include billing, invoicing, performance incentives and remedies, and internal chargebacks, where appropriate.
- Work with vendors and key stakeholders to establish clear contract change control processes; including Contract Conformance.
- Ensure all Contractual Risks are communicated, documented, tracked, mitigated and escalated where appropriate.
- Work alongside IT Procurement colleagues from time to time and assist with developing statements of work (SOWs) and understand any current requests for information (RFIs), requests for quotations (RFQs) and requests for proposal (RFPs) that are in the pipeline.

Supplier Contract & Market Insight

- Understand relevant market trends and vendors. Track, gather and analyse market and industry data.
- Effectively communicate a clear and concise contract overview (summary of key contract terms, risks, opportunities and service delivery guidelines) to key stakeholders, and provide contract interpretation when required.
- Be responsible for ensuring that pricing is competitive by commissioning benchmarks as needed during the lifetime of the deal.
- Manage contract review meetings to ensure delivery against objectives and contract budgets. Develop regular reports on contract milestones, execution and risk, and inform internal stakeholders and vendors of activities and progress through regular written and verbal communication.
- Responsible for ensuring compliance with any specific legislative, regulatory, or contractual requirements.

Qualifications, experience and skills

- An ability to determine contractual and financial exposure, negotiate contracts, and the ability to participate in the development of the IT asset management mission, goals and objectives

- Knowledge of IT contracting trends, licensing models, and traditional and emerging contract and vendor best practice.
- Deep market knowledge of the category of IT vendor for which the contract manager is responsible
- Strong project and process management skills, with the ability to handle multiple vendors and multiple contracts, as well as a wide range of tasks
- Ability to understand contract risks and to work with other parts of the organisation in crafting tactics and strategies for risk mitigation
- Knowledge of best practices for IT contract negotiation tactics and strategies
- Ability to structure bids, evaluate bids against a broad set of evaluation criteria and provide recommendations for vendor selection
- Understanding of Public Contract Regulations that will influence contracting approach and vendor behaviour.
- Strong ability to communicate with IT stakeholders, legal and procurement staff, and business partners to craft contracts that align complex needs with contractual requirements to achieve business outcomes
- Customer-focused approach to delivering contract management services to internal customers
- Strong relationship and interpersonal skills to be applied in working with vendors across the entire contract life cycle
- Ability to distinguish what is required versus what is "nice to have," and ability to manage conflicting stakeholder needs and wants

Qualifications required

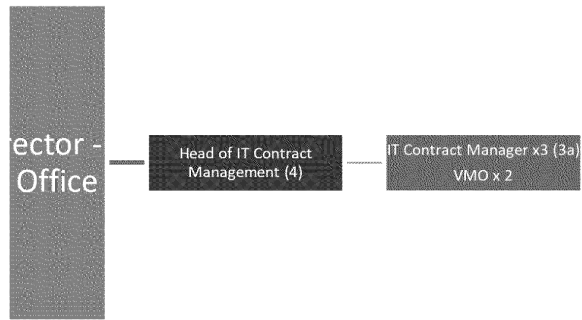
- Degree or relevant experience from a legal or contract management background
- ITIL, Prince2, COBIT, IACCM or CIPS desirable

Skills required

- A high degree of commercial contract management to qualify and implement income generation and cost saving initiatives.
- Excellent influencing and communication skills to ensure effective stakeholder management across all levels within the organisation. This is to motivate and encourage others to be enthusiastic for the need for change.
- Confident in challenging others, whilst at the same time maintaining and building a professional relationship.
- Personal resilience and drive to succeed. Self-motivated to achieve against targets.
- An ability to remain calm, professional and decisive when in intensely pressurised situations.
- A high degree of customer orientation and commerciality in decision-making, coupled with analytical and strategic decision-making skills.
- An ability to work with ambiguity whilst making decisions that are commercially sound.

Where does this role fit in with the rest of the team?

Business Performance



IT permissions

Please note that the following section is to be completed by the Line Manager (*deleting any on the list that are not applicable and inserting any not already included*):

IT permissions	
Job Role	Contract Manager
IT Equipment	Laptop, mobile phone
Applications	Microsoft Office 365, email account, Employee Interaction Centre, Employee Interaction Centre, Success Factors (L&D); SharePoint; External SharePoint (to fileshare with vendors), Skype for Business, Adobe Sign.
Software Access	SAP ESS, SAP MSS, Employee Interaction Centre, Success Factors, Advisor Plus, Learning and Performance, SABA Learning & Performance, Orbit, IRIS, Condecio, IT Catalogue, BRAVO, SAP GUI, Galaxy
Other System/Application	
Approved by [System Owner]	
Job Title [System Owner]	
Date	