

Role Profile: Client Vendor Manager

Team: Managed Learning Services – Vendor Management

Reporting to: Client Operations Manager

Job Level: Level 3

Purpose...

Through excellent supplier relationship management and a client centric approach, you will lead the successful service delivery of supplier sourcing and management services that meet specific client requirements and deliver optimum learning outcomes and value to our clients.

To be an active member of the Managed Learning Service team, role modelling positive behaviours and positively contributing to successful service delivery and continuous improvement activities across the department.

You will be...

Someone who can quickly establish strong working relationships with clients and suppliers in order to understand client needs and to make informed recommendations on which suppliers can most effectively meet those needs, whilst delivering value for money and quality services.

You will be a competent and confident negotiator, able to reach contractual agreements with suppliers that are respectful and meet the needs of all parties. You will be able to motivate and manage a team of Assistant Vendor Managers to do the same, acting as a coach and mentor on how to negotiate and contract effectively.

You confidently adapt in the moment, work at a fast-pace and make decisions under pressure. You ensure clients have a great experience and are passionate about spotting opportunities to make things better for you, your team, the department and our supply chain.

Naturally curious, you are always seeking to learn and grow yourself, and you will tackle any challenge with positivity and a willingness to improve.

The role is...

To manage the vendor management service for a variety of clients, you will be responsible for liaising with clients contacts to scope learning needs, and manage the sourcing and tender process to identify a learning solution that delivers against their needs, and that all associated information is captured accurately.

To effectively negotiate with suppliers to achieve competitive rates and mutually beneficial terms, ensuring client savings are maximised, whilst respecting the suppliers' needs and adapting to the scale and set up of the supplier organisation.

To be a point of contact for our clients, handling their enquiries effectively whilst representing the HF brand positively, taking ownership for your own workload and the workload of your team to ensure accurate and timely information is given to clients and suppliers and service levels are high.

To research the learning market, being an expert in your own learning categories and on your own client accounts. To engage with suppliers to understand their capabilities, offerings and innovations enabling you to be able to confidently bring recommendations and innovations from the supply chain to your clients.

To respond quickly to any concerns or issues that arise with supplier deliveries with confidence, empathy and an eagerness to identify opportunities to improve quality of learning, our client experiences, whilst protecting and maintaining our supplier relationships.

To manage a variety of initiatives for the team, from running complex tenders, completing supplier rationalisations, managing the supplier workstream during implementation, and completing pricing analyses in support of business development.

To ensure service levels are met consistently across your client accounts, or where you are supporting another client account in the role of category owner, including work completed by Assistant Vendor Managers. Additionally to report service level achievements to the Client Services team to enable effective internal and client reporting.

To be an active client team member, representing HF in client and supplier meetings, collaborating with Client Services as required and being a trusted client contact for our stakeholders.

To recruit, manage, motivate, coach and develop your team members to create a client focused environment of empowerment and high performance, including onboarding and inducting new starters, being a point of escalation for your team, forecasting for changes in workload, and maintaining accurate training tools and user guides for your client accounts.

To enable the positive perception of HF by the strength of your relationships, your client and supplier knowledge and your willingness to always help your colleagues and your customers.

You will have...

- An exceptional customer approach and excellent business communication skills (verbal and written).
- Proven experience of supervising and leading a team to deliver results, including developing and performance managing your team members to build integrity and trust.
- Proven experience negotiating for successful outcomes to multiple parties, and evidence of working in a professional procurement environment.
- The ability to engage positively and effectively with others, including in a business-to-business environment.
- A 'team' mindset, and an eagerness to help out your team, your colleagues and your customers.
- A positive approach to customer challenges, change and a large, varied workload, with the ability to problem solve in the moment and work under pressure to meet deadlines.

- A variety of administrative experience, and proven ability to plan and organise effectively including motivating and mobilising a team to deliver results.
- A logical and analytical approach, high levels of attention to detail and care for the accuracy of your work with the ability to interpret and analyse data.
- Understanding of the impact of your work on the commercial performance of our client accounts.
- Competency with MS Office, including Microsoft Excel.
- Good standard of verbal and written English and Mathematics (minimum GCSE to 'C' and above or equivalent).

Success in the role is...

- Excellent 360 feedback from our clients, your team, our suppliers and HF Sales team.
- Delivery against SLAs/KPIs and deadlines, internally and for your clients.
- Accuracy of data, enabling high quality service delivery and management information.
- Demonstration of a good understanding of the full range of HF products and services.
- Demonstration of positive behaviour and approach.
- Demonstration of Hemsley Fraser Values.