

<b>Job title:</b> <b>IT Service and Supplier Manager</b>	<b>Hours:</b> 35 hours per week, Monday-Friday hours between 8am-6pm on a Rota basis	<b>Location:</b> Cardiff	<b>Salary:</b> up to £30,000 per annum plus annual bonus
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### Responsibilities

1. Build strategic and tactical relationships with MotoNovo's IT suppliers, ensuring contractual SLA's and financial obligations are met.
2. Helping to build a governance structure to ensuring a standardised approach to supplier management.
3. Working with internal teams to define and understand their needs and create a supplier performance matrix. Using scorecards as part of this process to facilitate a continual service improvement plan
4. Ensuring IT contract renewals and notice periods are clearly understood, working with other IT teams to understand our Roadmap and therefore the renewal position. To provide financial information for the annual budget; identifying cost reductions.
5. To make sure our service catalogue and list of critical suppliers is up to date, outlining supplier SLA's against each service.
6. To work with new suppliers in order to develop a service transition plan
7. Responsible for problem management and to work with suppliers and internal teams to make sure the list is prioritised and underlining problems resolved
8. To act as an escalation point in major incidents ensuring that suppliers are focusing on service restoration. Ensuring the high priority log is kept up to date and incident management reports are received
9. To work with the Service desk teams in helping to drive service improvements



10. To work with the 1<sup>st</sup> & 2<sup>nd</sup> line team leader in order to help manager the service desk in the absent of the Head of Service Delivery.

*The above is a broad definition of the job responsibilities. It does not take into account every aspect of the job which the jobholder may be required to perform. Flexibility is essential since the jobholder's working hours will be determined by the requirements of the business.*

