



Outsourcing & Procurement Manager/Consultant

Role Title	Outsourcing & Procurement Manager/Consultant
Outline description	<p>Administrative lead and support for the Head of Outsourcing & Procurement to deliver and manage the Supplier Management Framework. Providing support in the operation of the Framework and the regulatory framework around the Outsourcing register, including the classification and monitoring regime of all third-party suppliers. Supporting with sourcing and onboarding of all new suppliers and working with Relationship managers in conducting their supplier meetings.</p> <p>As delegated by the Head of Outsourcing & Procurement, working with key suppliers, and supporting the cycle of supplier reviews.</p>
SMCR role Category	Conduct Role
If SM Role, Key Direct Report Roles (Senior Managers or Certification Regime Only)	N/A
Purpose of the role	<ul style="list-style-type: none"> <input type="checkbox"/> Contributes through management or expertise. <input type="checkbox"/> Contributes through guidance and knowledge. <input type="checkbox"/> Contributes independently. <input type="checkbox"/> Contributes through following direction
Dimensions of the role	<ul style="list-style-type: none"> <input type="checkbox"/> Decisions/Problems as delegated by Head of O&P <input type="checkbox"/> No budget responsibility <input type="checkbox"/> No resources responsibility <input type="checkbox"/> Internal relationships with key stakeholder to function <input type="checkbox"/> External relationships with suppliers <input type="checkbox"/> Timeframe focus is near term
Business Area	Operations
Reporting Line	Head of Outsourcing & Procurement



Key Accountabilities

- Support the development and management of the first line Outsourcing & Third Party Management policy and framework, ensuring alignment with industry best practices and regulatory obligations including FCA, PRA and EBA.
- Liaising with key stakeholders to determine their product and service needs
- Lead / Support sourcing activities including pre-qualification, due diligence, commercial & contract negotiation
- With the Head of Outsourcing & Procurement, work closely with our legal, , finance, and 2nd line Risk teams to ensure that appropriate supplier governance structures are in place which supports and adheres to internal policies and governance frameworks.
- Support the management of both internal and external suppliers to allow Alba Bank to extract maximum business benefit and costs efficiency of services provided.
- Support delivery of the departmental standards and support the effective record keeping in relation to supplier engagements, e.g., contracts, change control, governance minutes, performance management information.
- Develop effective relationship with supplier relationship managers, key stakeholders, and key suppliers to identify and implement additional value.
- Support the management of supplier performance through SLA, KPI and balanced scorecard management, monitoring and trend analysis.
- Support the oversight of quality assurance reviews of managed service programmes.
- Support the oversight of resolution efforts when issues or contractual disputes arise. Support resolution efforts.
- Support the development and implementation and monitoring of vendor improvement plans where applicable.
- Act as a delegate to the Head of Outsourcing and Procurement.
- Support the implementation and education to the broader business of the Bank's procurement policy and procedures.
- Support the Head Outsourcing & Procurement with delivery of accurate and timely monthly service reporting provision to Operations Committee.
- Support completion of regular supplier service reviews, in-line with the Outsourcing & Third Party Management framework.
- Support the Head of Outsourcing & Procurement with the management of risks to ensure that all risks and associated controls are identified, fully and accurately recorded, reviewed, and assessed in accordance with the requirements of the Risk Management Framework including the specific requirements of the Sourcing and Supplier Management Policies.
- Support the Head of Outsourcing & Procurement in delivery of the functional accountability for Supplier due diligence.



Committee Responsibilities (include Chair, Member and Mandatory Attendee only)

As delegated by the Head of Outsourcing & Procurement

SM&CR Responsibilities if applicable

Conduct role – conduct rules.

Measure of Success/Key Performance Indicators

- Delivery of personal objectives
- Supplier Management SLAs
- 360-degree feedback

Experience, Knowledge, skills & behaviours

- Experience working in management/procurement teams within the financial/IT industry.
- Experience of working in complex, Technology environments ideally within Financial Services.
- Experience of engaging and building successful relationships with a broad range of stakeholders.
- Knowledge of the regulatory obligations on outsourcing within Financial Services.
- Experience of procurement and contract negotiation.
- Previous Experience of QA control framework.
- Service Management or Support of incident management, escalation procedures and related disciplines.
- Excellent written and verbal communication skills.
- Excellent internal customer facing/customer service skills.
- Able to work under pressure and meet deadlines.
- Able to demonstrate a high degree of flexibility.
- Excellent organisational skills.
- Able to manage sensitive and sometimes confidential information.
- Self-motivation and able to take responsibility.
- Takes responsibility and ownership of work delivery.
- Strong customer centricity and appreciation of changes in customer behaviour.
- Multi-task and prioritise in a changing environment.
- High standards of personal performance in day-to-day execution of tasks