

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Supplier & Compliance Lead

Digital, Technology and Innovation (DTI), Corporate Services

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

Responsible for managing supplier relationships and ensuring compliance with contract terms and conditions for DTI Applications Support contracts. Ensure that all supplier reviews are completed, and SLAs (Service Level Agreements) are being met to maintain a high level of quality and service from external vendors.

Responsible for maintaining a position of complete compliance with legislative and organisational requirements, measured via internal and external audit for the applications supported by DTI. Point of contact for auditors coordinating and managing the complete audit & compliance process ensuring all identified risk mitigations and recommendations are implemented in a timely manner.

Accountable to:

The role is accountable to the Enterprise Applications Manager. The role sits within DTI, part of the Corporate Services Directorate in West Northamptonshire Council.

Responsibilities:

- 1 Provide guidance, advice and support to team members and suppliers to help navigate complex issues and situations to ensure procurement policies and procedures are adhered to, the team are compliant and reducing the risk of contract-related issues.
- 2 Develop and maintain a positive relationship with suppliers and manage supplier performance to ensure delivery of high quality services, on time and at the right price. Ensure that all supplier reviews are completed, and SLAs (Service Level Agreements) are being met to maintain a high level of quality and service from external vendors.
- 3 Management of contracts for Applications Support teams. Maintain the contract register, monitor contract expiration dates and establish a regular schedule for conducting reviews. Develop and maintain a contract management process and alert system to improve the team's contract management capabilities.
- 4 Monitor and analyse supplier performance metrics and develop improvement plans to report on compliance and effectiveness to reduce risks and improve performance, e.g. failures of contractor or partners to deliver services or meet agreed performance targets.
- 5 Responsible for completing budget monitoring and forecasting for DTI Applications Support contracts, identifying and recommending budget cost savings through consolidation of costs and duplicate services.
- 6 Primary point of contact for both internal and external auditors and inspectors. Ensure delivery of audit, improvement, and compliance requirements to provide assurance appropriate control is being exercised over the business critical applications used by WNC and customers we support. Maintain and update documentation related to applications compliance and support processes.

- 7 Develop, implement and maintain User Access Policies for all systems to ensure that access to sensitive data is restricted to authorised personnel only. Conduct regular audits and assessments to monitor compliance with the policies, and report on progress. Help to protect sensitive data from unauthorised access, prevent data breaches and other security incidents, and support compliance with relevant regulations and standards.
- 8 To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
- 9 Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
- 10 Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Ability to monitor and manage supplier performance to ensure that suppliers are meeting their contractual obligations by conducting performance reviews and addressing any issues or concerns that arise.	Essential	A, I
Ability to manage systems audit process and working with technical and non-technical team to deliver audit expectations and implementing recommendations	Essential	A, I
Ability to complete risk assessments, developing risk mitigation strategies, and implementing appropriate controls to minimise operational and compliance risks	Essential	A, I
Demonstrate effective use of Office 365 with an excellent understanding of Excel and the use of spreadsheets to manage and use data.	Essential	A, I
Strong vendor management skills, including the ability to assess and mitigate risks, ensure contractual compliance, and drive value from supplier relationships	Essential	A, I
Strong analytical skills, including the ability to analyse performance data, identify trends and opportunities for improvement, and make data-driven decisions.	Essential	A, I
Excellent communication skills, including the ability to effectively communicate with internal and external stakeholders, negotiate effectively, and resolve conflicts.	Essential	A, I
Demonstrate excellent interpersonal communication skills. Ability to persuade, negotiate and influence senior managers and stakeholders to achieve improvement targets and compliance requirements.	Essential	A, I
Able to work independently and take appropriate actions without direction or instruction from others and as part of a team.	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Knowledge of contract management principles and practices, to ensure that contracts are effectively managed and executed throughout their lifecycle.	Essential	A, I
Knowledge of project management and project delivery in relation to supplier onboarding and management, and stakeholder management.	Essential	A, I
Excellent knowledge of Office 365 applications	Essential	A, I
Knowledge and understanding of public sector procurement principles, practices, and procedures.	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
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Experience in managing relationships with external suppliers including supplier selection, contract negotiation, performance monitoring, and supplier relationship management.	Essential	A, I
Experience in identifying and mitigating risks related to supplier management, compliance, and application support.	Essential	A, I
Experience of continuous improvement of business processes, policies and procedures.	Essential	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Degree in Business Administration/Management or equivalent qualification, or proven relevant work experience.	Essential	A, I, D
Evidence of continuous professional development.	Essential	A, I, D
ITIL (IT Infrastructure Library) Foundation Certificate, or equivalent experience of ITIL.	Desirable	A, I, D
Project Management (e.g. PRINCE2, Agile) Foundation Certificate, or equivalent experience of working within a project overseeing tasks and deliverables.	Desirable	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37 per week (Full Time)	Primary work base:	Remotely from home/One Angel Square
Job family band:	PS08	Worker type:	Flexible
Salary range:	£40,316 to £43,675	Budget responsibility:	Enterprise Applications Contracts c.£1.5m
People management responsibility:	None		

Working conditions & how we work:

The role This role has been identified as a flexible worker type; this means that you will carry out the majority (3 plus days) of your work remotely from home. You will come into the office for meetings but have a strong reliance on IT/virtual tools.

We are open to discussions about flexible working arrangements.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
 - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
 - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
 - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

