
JOB DESCRIPTION

Job Title: Vendor Relationship Manager

Grade: E (TBC)

Department: Operations

Main purpose of job:

The Vendor Relationship Manager is responsible for overseeing and managing relationships with third-party vendors to ensure that outsourced services meet the organisation's standards and objectives. This role involves negotiating contract, monitoring vendor performance, and ensuring compliance with service level agreements.

Responsible to: Head of Operations

Budgetary responsibilities: c. £2m annual budget

Responsible for: No Line Reports

Key Job Responsibilities:

Vendor Management

- Develop and maintain strong relationships with third-party vendors. Serve as the primary point of contact for all vendor related communications.
- Regularly review vendor performance against SLA's and KPI's in line with contractual obligations. Address any issues or discrepancies in performance.
- Address and resolve any conflicts or issues that arise with vendors promptly and effectively
- Conduct periodic reviews of vendor relationships to ensure alignment with CAF's Strategic Plan and initiate re-tendering processes as necessary.
- Ensure vendors comply with regulatory and compliance requirements. Conduct regular audits and assessments.

Strategic Planning & Continuous Improvement

- Collaborate with internal stakeholders to align vendor services with business goals
- Develop and implement strategies for effective vendor management and improvement. Identify opportunities for innovation and process enhancements
- Identify and mitigate risk associated with third-party outsourcing. Develop robust business contingency plans to address potential disruptions

- Identify opportunities for process improvement & cost savings. Implement best practices and innovative solutions to enhance vendor performance

Budget Control

- Monitor and control costs associated with third-party vendors. Ensuring they align to CAF's budget and financial goals.
- Conduct financial analysis to assess the cost-effectiveness of vendor services. Identify areas for cost reduction and efficiency improvements.
- Participate in the budgeting process by providing input on vendor-related expenses. Develop and manage budgets for vendor services.
- Prepare and present regular reports on vendor-related expenditures, cost savings, and financial performance to Senior Management.

Stakeholder Management

- Maintain clear and consistent communication with internal stakeholders regarding vendor performance, issues and strategic initiatives.
- Work closely with various departments including client relations, procurement, finance, product, business performance and CAF America to ensure vendor services meet organisational needs
- Set and manage expectations with stakeholders regarding vendor capabilities, timelines and deliverables.
- Establish a feedback loop with stakeholders to gather input on vendor performance and areas for improvement. Use this feedback to drive continuous improvement in vendor management practices.
- Engage stakeholders in the vendor selection and evaluation process to ensure alignment with business objectives and requirements.

CAF Values and Behavioural Indicators

The CAF Values and Behavioural Indicators set out in a transparent and consistent manner the explanation of the performance expectations of all CAF People. Through the use of common language and common standard, it combines a set of behaviours with the required technical skills and knowledge needed to effectively perform in any given role in CAF. This is used for the assessment, management and development of performance of all our people across CAF

Please refer to the link: [CAF values and indicative behaviours](#) for the CAF Values and Behavioural Indicators.

Date: February 2025

PERSON SPECIFICATION

Job title: Vendor Relationship Manager

Date: February 2025

Attributes	Essential ✓	Desirable ✓	How Evidenced [†]
Experience Proven track record of managing 3 rd party outsource operations Managing internal and external stakeholders at all levels	✓ ✓		R/A/C
Qualifications Appropriate professional qualification		✓	E
Training Management	✓		
Specialist Skills/ Ability/Knowledge Vendor Management (Outsource Partners) Contract Negotiation Performance Monitoring Risk Management Strategic Planning Budget Control Stakeholder Management Problem-Solving Regulatory Compliance Continuous Improvement Adaptability	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓		A/C/T
Communication Excellent verbal and written communication at all levels Excellent presentation skills to small and larger groups	✓ ✓		
Personal Qualities Strong relationship skills Flexible Integrity Trustworthy Pragmatic Passionate about customers Tenacious Self-starting	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓		C
Special Conditions Working unsociable hours may be required on occasions Travel required to visit 3 rd party vendors	✓ ✓		C

<p>Prior to Appointment</p> <p>All posts:</p> <ul style="list-style-type: none"> • Credit Check • Sanctions Check • Basic DBS Check • Employment References • Medical Clearance • Right to Work in the UK <p>FCA Approved Posts:</p> <ul style="list-style-type: none"> • Standard DBS Check 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		<p>R/E</p>
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✓ Tick either the *Essential* or *Desirable* column as appropriate for each attribute

† Insert the code from the key below for how you intend to assess this requirement e.g. at interview, via references etc.

Key

R = References, E = Evidence/Certificates, A = Application, C = Competency Interview, T = Testing/Assessment