

Job description

Role title	Service and Contract Manager
Reporting to	Head of Procurement
Role duration	Temp to Permanent

Purpose of the role

Responsibilities
<ul style="list-style-type: none"> • Lead the group maintenance strategy for external maintenance contracts with key internal stakeholders; • Manage the procurement of service contracts to meet operational requirements, ensuring efficient and effective purchasing practices while optimizing the balance between quality, service, reliability and price in line with the agreed maintenance strategy. • Meet agreed cost targets when procuring service contracts; • Support continuous operational output by working with service desk colleagues and ensure that contract details are accurate on the system; • Closely manage supplier negotiations and supplier performance to deliver clear commercial advantage; • Own, manage and develop productive supplier relationships; • Work with Group procurement managers to stay informed of wider operational requirements; • Work with finance colleagues to effectively manage cash flow and on-time payment of invoices; • Develop and maintain a knowledge of medical equipment technology and service contract offerings and costs in the marketplace; • Act as the Procurement lead on external service contracts in the Group; • Maintain and lead a first class contract management team within agreed SG&A allocation; • Produce agreed KPIs and reports; • Ensure that a culture of continuous improvement is embedded in the Service and Contracts team; • Other duties as allocated by the Head of Supply Chain and Procurement. • Work with the Head of Operations, and the wider Operations team, to specify and ensure effectively delivery of service contracts; • Take appropriate interest in issues effecting delivery of service to clients; • Support the Business Development team with new business opportunities as a subject matter expert on service contracts; • Work with the Capex and Contracts Manager to develop and deliver on a supplier strategy; • Maintain a working knowledge of our contractual obligations to our clients;

Resources/decision making authority
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- A professional contracts management team, scaled according to agreed need;
- After a qualification period, the incumbent will be expected to commit orders up to their promulgated authorisation level.

Key accountabilities

- Effective supplier management to achieve commercial and operational advantage;
- Development and deployment of maintenance strategies that deliver through-life benefit for the wider Group;
- Placing required service contracts, to specification, on time, and within the agreed affordability envelope;
- Development, leadership and welfare of the Service and Contract team;
- Production of agreed KPI's and management reports.

Performance indicators

- Subjective quarterly assessment of key supplier relationship;
- Subjective quarterly assessment of internal customer satisfaction levels;
- Quantitative assessment of on-time delivery, within specification, of service contracts;
- Quantitative quarterly assessment of supplier performance against contracted specification;
- Quantitative quarterly assessment of non-compliance reports raised against the Service and Contracts team.

Capability profile

Qualifications	Essential	Desirable
CIPS qualified or working towards	*	
CMI qualified or working towards		*
Post-graduate vocational qualification or working towards		*

Experience and Skills	Essential	Desirable
At least 8 years procurement experience within an integrated supply chain, preferably medical.	*	
Experience in Cost Management, SRM, Strategy Development, Strategy and Performance Improvement.	*	
Ability to be able to benchmark and continuously improve business planning and	*	

supply chain management processes		
Strong negotiation and vendor management skills	*	
Experience of specifying, negotiating and monitoring complex service contracts.	*	
Proven ability to work successfully in a fast-paced multi-disciplinary environment.	*	
Skilled in using Microsoft Dynamics AX		*

Languages	Essential	Desirable
English	*	
French, Italian, German		*

Mobility requirements

Role location	Theale Head Office
UK travel	Regular travel throughout the UK
International travel	Yes, occasional

Other

DBS - Disclosure & Barring Service disclosure (formally Criminal Records Bureau disclosure)

A DBS Enhanced Disclosure is required for all applicants.

The successful applicant must agree to an Enhanced Disclosure under the Disclosure Barring Service Records Bureau procedures. Employment will be offered to the successful applicant subject to a satisfactory Disclosure report.

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