



Job Details

Reports to: B2B Access Network Manager
Title: Vendor Relationship Manager
Location: Dublin
Duration: Permanent – Full Time

About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door – you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

About the Role:

The Vendor Relationship Manager is responsible for building and managing relationships with those who supply products and services to the organisation ensuring that vendors meet or exceed their contractual obligations.

Specific Tasks/ Duties:

Key accountabilities

- Evaluate potential suppliers using developed and agreed criteria to support alignment and understanding of the expectations and requirements of engagement
- Monitor and report on the performance of selected vendors to ensure delivery in line with contractual obligations and performance metrics
- Manage outward communication to vendors to facilitate understanding and awareness of organisational strategic direction, changes and challenges
- Manage the interaction between vendors and internal program delivery leaders to provide adequate visibility of interdependent initiatives and programs
- Liaise with procurement partners to review, report on and revise contractual agreements as necessary

Key challenges

- Manage the balance in vendor relationships to support the achievement of agreed commercial outcomes.

Vendor Manager Role

- Undertakes strategic analysis, including research into suppliers, markets and product and service categories, to inform and develop commercial strategy and sourcing plans.
- Advises on policy and procedures covering the selection of suppliers, tendering, and procurement.
- Leads engagement, managing cross-functional teams as required.
- Clarifies, defines, manages & builds specifications for key products and services.
- Define & manage Corrective Action Plans (CAPs) to ensure all deliverables are timely in accordance with agreed SLA's
- Ensures that suppliers are approved in accordance with organisation's procedures.
- Engages with wider commercial and legal team, applies commercial strategy and relevant procurement and intellectual property law and assists with negotiations with preferred suppliers, assisting in drafting contracts and technical schedules, and developing acceptance procedures and criteria.
- Is engaged in the tender, evaluation and acquisition process with expert assistance as required and contributes to deliverables within the contracts.

Supplier Relationship Management Role

- Influences policy and procedures covering the selection of suppliers, tendering and procurement, promoting good practice in third party management with respect to information security.
- Deploys highly developed commercial skills to identify external partners, engaging with professionals in other related disciplines (e.g. procurement specialists, lawyers) as appropriate.
- Is responsible for defining commercial communications, and the management and maintenance of the relationship between the organisation and the supplier. Measures the perception about how services are delivered, how this influences the performance of the supplier and their perception of own organisation's performance.
- Ensures that processes and tools are in place to conduct benchmarking. Conducts supplier analysis and assesses effectiveness across the supply chain. Promotes good practice with regard to third party information security.

The Person:

Qualifications and Experience

- 5 Years + Experience in a Vendor Management, cost analyst position with strong analytical and research skills
- Professional Certification in one or more of the following areas; Finance, Accounting, Commerce, Quantity Surveying, Supply Chain or alternatively a formal Supply Chain Management qualification, eg. APICS, IIPMM or equivalent
- Demonstrated results in achieving increased value along with cost management for stakeholders
- Strong commercial and contractual negotiation skills
- The ability to prioritize and organize tasks, and work to specified deadlines
- Excellent communication skills with the ability to present concisely
- Team player and confident taking the lead role on projects
- Excellent decision making and problem solving skills and works well on their own initiative

Join and you'll be part of the Virgin Media family. You can trust us to do the right thing by you. We're a great place to work – and we offer impressive benefits too. Get ready for a generous holiday allowance, contributory pension and of course, discounts on our fantastic mobile, broadband and cable.

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Virgin Media is an equal opportunities employer. Having a diverse workforce is critical to the success of our business.