

Job Description

Job title:	IT Supplier Performance and Contracts Manager
Reports to:	Head of IT Strategy and Programme
Responsible for:	No Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

The IT Directorate is responsible for ensuring that the data, information and technology services needed by Accent to operate its essential daily services are Available, Secure, Trustworthy, Resilient and meet our customers' expectations. Our customers are at the heart of our business, and we design our services with our customers and for our customers

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

Role Specific Purpose

As Accent's IT Supplier Performance and Contracts Manager you will manage a portfolio of 125 contracts with a portfolio value of £7.5 million. You will ensure that Accent has good relations with its key suppliers, gaining the best value for money (VFM) from its relationships and contracts.

You will help support the day-to-day financial management and IT annual budget planning including longer term forecasting. You will plan and be the IT Directorate lead on the re-procurement and replacement of all contracts, working closely with Accent's procurement team and all key stakeholders to deliver compliant procurements that meet requirements.

Key Responsibilities and Duties

- Manage a portfolio of approximately 125 IT contracts with a total value of £7.5 million.
- Utilise the central Accent contracts register, maintaining accurate and up-to-date records covering SaaS, PaaS, and IaaS agreements.
- Follow internal governance processes to ensure timely renewal, re-competition, or extension of contracts to meet business requirements.
- Enforce contract terms to optimise cost, performance, and flexibility for Accent.
- Act as the IT lead on the procurement of all ICT contracts, including developing service descriptions and SLAs.
- Interface with Accent's Procurement Team to ensure compliance and successful outcomes.
- Develop and maintain a stakeholder matrix to build strong supplier relationships.
- Conduct routine supplier performance reviews and reporting with the IT Directorate.
- Ensure suppliers deliver agreed quality standards and contractual obligations.
- Ensure adherence to regulatory requirements and internal governance.
- Oversee quality and performance assurance for external suppliers delivering applications and systems.
- Identify and mitigate risks associated with supplier performance and contractual obligations.
- Monitor market trends and benchmark supplier performance to identify cost-saving opportunities.
- Be visible in Accent's offices 1-2 days per week (Bradford)
- Expected to meet with suppliers so travel is expected
- Manage the day-to-day financial performance of the IT directorate including requisitions, invoice and budget performance
- All IT contracts are accurately maintained in the Accent contracts register, renewed or re competed on time, and aligned with business needs.
- Full adherence to procurement policies, regulatory requirements, and contractual obligations.
- Suppliers consistently meet agreed service levels and quality standards, with issues resolved promptly.
- Demonstrable cost optimisation and efficiency improvements across the IT supplier portfolio.
- Effective budget management in line with internal requirements.
- Supplier risks and dependencies are identified, monitored, and mitigated proactively.
- Strong relationships with internal teams and suppliers, ensuring collaboration and transparency.
- Support the development of IT Service Catalogue and Technology Roadmaps to enable future planning.

The must haves:

- Strong supplier relationship and communication skills.
- Proven experience of managing large portfolios of IT contracts.
- Strong understanding of public procurement processes, supplier selection, and compliance frameworks.
- Excellent communication and relationship-building skills with internal and external stakeholders.
- Understanding of IT services and technologies to assess supplier capabilities.
- Experience in identifying and mitigating supplier-related risks.

- Experience of day to day financial control and management of a budget

The added extras:

- Knowledge of contract law and regulatory requirements relevant to IT services.
- ITIL Version 4 Foundation Certificate.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.

