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| **Secure Trust Bank  Vendor Relationship Manager** | |
| **Job Level**: 5  **Career Path:** Individual Contributor  **Core Job Title:** Techncial Expert 2  **Reporting** **To**: Supplier Governance Manager  **Location**: Solihull, Cardiff, Hybrid | |
| Secure Trust Bank is an established, well-funded and capitalised UK retail bank providing savings accounts and lending services to over a million customers. In 2022 the Group celebrated 70 years of helping consumers and businesses fulfil their ambitions.  Our customers are at the heart of everything we do, but we can’t achieve our customer focused strategy without the right people in our team. At Secure Trust Bank, we know that people are our biggest investment, which is why a career with us is not just a job. It’s the chance to be part of something bigger, to add real value to the Bank and help us constantly improve, in order to achieve our ambition of becoming the most most trusted specialist lender in the UK . We believe in giving our staff autonomy, with initiative and exceptional performance recognised through a variety of individual and team awards and incentives. All our employees have a tangible impact on the Group’s core values, and we are looking for candidates who are enthusiastic, proactive and enjoy working in a fast paced environment. | |
| **Job Description** | ***Job Purpose***  Responsible for building and managing relationships between STB Group and its suppliers, and to manage day to day supplier risk. This will include activity such as monitoring suppliers’ performance, risk management, supplier assurance and service review management. By building strong partnerships, the vendor relationship manager helps optimize the supply chain, ensure compliance, and achieve overall business success. The vendor relationship manager inconjunction with business supplier relationship managers (SRMs) are responsible for ensuring that suppliers meet or exceed their contractual obligations.  ***Key Responsibilities***   * Deliver high quality supplier management reviews by ensuring supplier meetings are scheduled, conducted in a consistent manner and information is accurately recorded. Identifying improvement areas, negotiating better terms, and fostering long-term partnerships to support strategic business goals. In addition to service review meetings, take part in the annual supplier reviews, mid-term reviews, regular calls/meetings, risk assessments and any other supplier relationship meetings as required. * Provide specialist expertise and manage suppliers where either support is required from an SRM, or where an SRM doesn’t formally exist. Support Supplier Relationship Managers in the execution of their duties, including but not limited to information gathering, providing guidance, incident reviews, conducting supplier meetings. * Evaluate supplier performance through analysis of delivery, quality, and cost metrics, initiating corrective actions when necessary. Report on relevant supplier MI to ensure that supplier performance is aligned to the key performance indicators. * Foster strong relationships with suppliers through regular communication, resolving issues and conflicts that may arise. * Support in the maintenance of the central record of all suppliers (Tiers 1,2,& 3) across STBG, including the nature of service, business owner and maintain documentation pertaining to suppliers, including but not limited to contracts, business continuity documentation, exit plans, info sec, other relevant certificates and information. * Responsible for the identification and assessment of risks and key controls with suppliers in order to minimise the Bank's potential exposure. Work with subject matter expert teams (e.g. Procurement, Information Security, IT, Operations Resilience, etc.) to make sure that suppliers' controls meet the Bank's minimum requirements. * On an ad-hoc basis conduct on-site supplier visits to confirm that they are operating in accordance with policies and contractual terms. Develop plans in collaboration with the supplier and relevant internal stakeholders to mitigate any identified risk exposures. * Support in the supplier cost management and invoice reconciliation of Tier 1 & 2 suppliers to provide validation regarding adherence to what has been contractually agreed. * Produce reporting on critical or important suppliers and provide to relevant internal stakeholders.   ***Key Interfaces***   * Supplier Governance Manager * Procurement Team * Supplier Relationship Managers (SRMs) * Operational Resilience Team * Compliance Team * Legal team |
| **Specification** | ***Skills/Knowledge/Experience***   * Ability to represent the organisation externally with proven relationship management skills in dealing with external parties * Knowledge of supplier management best practices. A solid understanding of the principles, methodologies, and best practices * Strong knowledge of risk management practices with the ability to identify, quantify and effectively manage risks. * Ability to review and analyse key external trends and influences to ensure that a wide range of information is used to effectively manage suppliers and associated risks. * Strong communication skills to build supplier relationships and facilitating productive discussions. * Good analytical qualities to monitor and review supplier’s financial and operational performances to ensure supplier meet contractual obligations and quality standards * Excellent negotiation skills help in securing favorable terms and resolving conflicts amicably with suppliers at many different levels * Well organised and able to prioritise workload in line with tight targets and deadlines * Familiarity with relevant industry regulations and standards   ***Competencies***   * Risk Aware – We keep our custmers and ourselves safe and secure * Customer focused – Our customers are at the heart of everything we do * Ownership – Being accountable and taking responsibility for our actions * Performance Driven – To become the best bank in Britain we need to be accountable for what we do * Teamwork – We achieve more when we work well together * Future Oriented - Embracing change and implementing good ideas gives us the competitive edge |