



# Job description

Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

## Supplier Portfolio & Contracts Manager

### All of Government Services Delivery, Digital Public Service Branch

The Supplier Portfolio & Contracts Manager (SPCM) is responsible for managing complex all of government Lead Agency contracts with multiple ICT suppliers in alignment with business needs, strategic priorities and wider product plans. They have in-depth understanding of the full commercial portfolio including interdependencies of the commercial products and the product roadmaps.

The SPCM also develops and maintains successful relationships with significant suppliers, focussing on understanding the strategic direction of these suppliers and how this supports the Strategy for a Digital Public Service.

- **Reporting to:** Manager Commercial & Supplier Relationships
- **Location:** Wellington
- **Salary range:** IT J

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### What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it's all about helping to make New Zealand better for New Zealanders.

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### How we do things around here – our principles



#### We make it easy, we make it work

- Customer centred
- Make things even better

#### We're stronger together

- Work as a team
- Value each other

#### We take pride in what we do

- Make a positive difference
- Strive for excellence



Te Tari Taiwhenua  
Internal Affairs

## Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.

As DIA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand's past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

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## Spirit of service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

What you will do to contribute	As a result we will see
<p><b>Supplier Portfolio Management</b></p> <ul style="list-style-type: none"> <li>• Work closely with the Manager Commercial &amp; Supplier Relationships and other SPCM's to develop and maintain the ongoing strategy and approach for managing significant supplier relationships.</li> <li>• Develop and manage effective relationships with a portfolio of key suppliers in order to maximise opportunities for system value, communicating DPS strategy to suppliers.</li> <li>• Maintain a clear understanding of the strategic direction of suppliers and how this supports the SFDPS.</li> <li>• Facilitate senior level meetings between suppliers and DPS on a regular basis, providing secretariat for those meetings and preparing briefing papers for DCE and CE level meetings.</li> <li>• Develop, maintain and implement effective supplier management frameworks, processes and reporting to meet functional and Branch requirements.</li> <li>• Contribute to open All-of-Government dialogue regarding supplier relationships and contract management practices.</li> </ul>	<ul style="list-style-type: none"> <li>• Development and maintenance of a clear, robust strategy for managing supplier relationships.</li> <li>• DPS is aligned with the Significant Services Contracts framework developed by NZ Government Procurement Branch.</li> <li>• Strong supplier relationships are in place.</li> <li>• Robust supplier management frameworks, processes and reporting are in place.</li> </ul>
<p><b>Contract Management and Performance</b></p> <ul style="list-style-type: none"> <li>• Establish and maintain appropriate supplier governance models appropriate to each supplier and products set of services to deliver value.</li> <li>• Manage supplier performance to maximise commercial value, ensuring appropriate performance measurement and management processes are in place and used to report on benefits realisation.</li> <li>• Act as a point of escalation for any contract management or supplier relationship issues, influencing and advising to resolve issues and ensure any future risks are well understood and mitigated (where possible).</li> <li>• Provide support for Supplier service incident management and manage post incident reporting and follow up.</li> <li>• Lead, develop, manage and improve the performance of a set (or multiple sets) of ICT service providers.</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Clear performance measures and expectations are in place to monitor and manage supplier and service contracts and performance.</li> <li>• Maximum commercial value, performance and outcomes are derived from our suppliers and service providers.</li> <li>• Contract management and relationship issues resolved quickly without impact on performance.</li> <li>• Robust framework, policies and guidelines in place that align to the commercial portfolio strategy.</li> <li>• Informative, accurate and timely performance monitoring and reporting.</li> <li>•</li> </ul>

What you will do to contribute	As a result we will see
<ul style="list-style-type: none"> <li>• Ensure plans are in place for the management of all ICT shared capabilities, suppliers and contracts that include the range of services provided by each supplier and the owners of services.</li> <li>• Continuously review and analyse existing contracts/relationships to identify areas to maximise efficiencies, enhance benefits or optimise costs.</li> <li>• Negotiate change within the lifecycle of existing contracts to ensure the full benefits of contracts are realised and that contracts are continuously improving.</li> <li>• Establish frameworks and tools to monitor, measure and review the performance of suppliers against KPIs and expectations.</li> <li>• Influence and advise key stakeholders in order to realise potential opportunities, leveraging key relationships to achieve successful outcomes.</li> <li>• Work to optimise and manage the relationships between key internal personnel and key supplier personnel.</li> </ul>	<ul style="list-style-type: none"> <li>• Suppliers and contracts are managed in accordance with strategic frameworks, policies and guidelines.</li> </ul>
<p><b>Stakeholder Management</b></p> <ul style="list-style-type: none"> <li>• Develop and maintain effective working relationships with key internal and external stakeholders to ensure the Commercial &amp; Supplier Relationships Team works effectively across the Group, Branch and wider system.</li> <li>• Engage with internal stakeholders and act as a conduit between teams to ensure that suppliers and contracts are managed in accordance with strategic frameworks, policies and guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>• Recognised by stakeholders as a trusted advisor.</li> <li>• All advice, analysis, processes and practices developed by the team incorporates input from relevant stakeholders.</li> <li>• Good working relationships are maintained internally and externally with stakeholders.</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Work collaboratively across the team and Group</b></p> <ul style="list-style-type: none"> <li>Proactively work with the Portfolio Management team to develop an understanding of the strategic direction of the commercial portfolio and provide input into commercial product portfolio analysis.</li> <li>Work closely with Commercial Contract Managers and others within the team and DIA's Legal Team to accurately assess and manage the levels of commercial risk associated with contracts.</li> <li>Work closely with Commercial Contract Managers to understand the compliance of their suppliers against contractual obligations.</li> <li>Work closely with the Category Managers to understand how suppliers within the assigned portfolio are participating in the Marketplace categories to ensure a total view of supplier engagement with government.</li> <li>Work with the Procurement Manager to provide input and expertise into the development of sourcing strategy and plans that contribute to the ongoing delivery of the portfolio of shared capabilities.</li> <li>Collaborate with ICT Capability Partners to provide support and trusted advice to agencies regarding the commercial portfolio, the commercial constructs and the supplier service offerings.</li> <li>Mentor and support team members to develop skills, adopt new ideas and develop practices.</li> <li>Proactively look for opportunities to share knowledge and intel with colleagues; drive and enable information sharing and collaboration with other AoG SD teams and the wider branch.</li> <li>Proactively support a collaborative team culture; work to establish a common direction and shared understanding of goals and team values.</li> </ul>	<ul style="list-style-type: none"> <li>Commercial &amp; Supplier Relationships team working collaboratively to deliver seamless and joined up services</li> <li>Sharing of knowledge and intel for the betterment of individual and team practice and development</li> <li>Adaptive and productive work environment and conditions that allow the team to be successful.</li> <li>Methods of collaboration and ways of working that enable new insights, creative solutions and ensure successful delivery of the work.</li> <li>Shared accountability for the success of the function and team.</li> </ul>
<p><b>Thought Leadership and Best Practice</b></p> <ul style="list-style-type: none"> <li>Practice a continuous improvement approach by reviewing the methodologies, work methods and results of the procurements and maintain a positive approach to solving problems/issues.</li> <li>Contribute to open All of Government dialogue regarding sourcing management practices.</li> <li>Identify opportunities to improve the customer experience and satisfaction with AoG SD services.</li> <li>Maintain up to date knowledge of innovative supplier management practices.</li> </ul>	<ul style="list-style-type: none"> <li>DPS is recognised as exemplar in the field of ICT commercial and contract management.</li> <li>Continuous improvement of supplier relationship and contract management practices.</li> <li>Continuous development of personal knowledge and practice.</li> </ul>

What you will do to contribute	As a result we will see
<b>Health and safety (for self)</b> <ul style="list-style-type: none"> <li>Work safely and take responsibility for keeping self and colleagues free from harm</li> <li>Report all incidents and hazards promptly</li> <li>Know what to do in the event of an emergency</li> <li>Cooperate in implementing return to work plans</li> </ul>	<ul style="list-style-type: none"> <li>A safe and healthy workplace for all people using our sites as a place of work.</li> <li>Health and safety guidelines are followed</li> </ul>

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Manager Commercial & Supplier Relationships	✓	✓	✓	✓		✓
	Commercial & Supplier Relationships colleagues	✓	✓		✓		
	ICT Capability & Change team members	✓	✓		✓		
	ICT Capability Partners	✓	✓		✓		
	Portfolio Management team members	✓	✓	✓	✓		
	DPS directorate		✓		✓		
	DIA Legal		✓		✓		
External	Key vendors and suppliers	✓	✓	✓	✓	✓	
	Other Agencies	✓	✓	✓	✓	✓	✓
	MBIE – Government Procurement Branch	✓	✓	✓	✓		

Your delegations	
Human Resources and financial delegations	Level Z
Direct reports	Nil

Your success profile for this role	What you will bring specifically
<p>At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is <a href="#">Specialist</a>.</p> <p><b>Keys to Success:</b></p> <ul style="list-style-type: none"> <li>Problem solving</li> <li>Critical thinking</li> <li>Interpersonal savvy</li> <li>Navigating complexity</li> <li>Communicating with influence</li> <li>Technical and specialist learning</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>Considerable experience managing complex multi-supplier contracts in a complex and challenging environment.</li> <li>Proven track record in Supplier Relationship Management, ICT procurement, contract negotiation, contract management.</li> <li>Extensive commercial acumen and a strong commercial background and focus.</li> <li>Experience working within the ICT environment with a comprehensive understanding of the New Zealand market context.</li> </ul>

Your success profile for this role	What you will bring specifically
	<ul style="list-style-type: none"> <li>• Considerable experience and expertise in the management of suppliers, particularly in critical outsourced development delivery.</li> </ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• A comprehensive understanding of the supply management lifecycle.</li> <li>• Knowledge of, and experience working with, relevant legislation, public sector requirements, codes and guidelines.</li> <li>• An excellent understanding of the ICT industry, particularly in relation to market trends, product and supplier performance.</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Excellent relationship/stakeholder management skills – able to establish, build and maintain relationships at all levels of an organization.</li> <li>• Excellent negotiation and influencing skills – able to understand points of difference, gains trust quickly, can work through challenging situations to gain beneficial outcomes.</li> <li>• Excellent interpersonal and influencing skills – able to influence and persuade stakeholders to buy-into approaches, able to adapt style to fit the needs/preference of audience.</li> <li>• Exceptional communication skills – both oral and written. Able to work collaboratively, influence others to achieve outcomes, communicates complex information effectively and at a level appropriate to the audience.</li> <li>• Strategic thinking – able to see big picture, can quickly identify links between different parts of an issue, thinks innovatively and is able to accurately assess/manage risks whilst achieving outcomes.</li> <li>• Excellent analytical skills – able to break down complex issues into understandable pieces, able to see hidden issues, probes all possible solutions, connects smaller issues together to see/understand the big picture.</li> </ul> <p><b>Other requirements:</b></p> <ul style="list-style-type: none"> <li>• A relevant tertiary degree or equivalent professional experience.</li> <li>• Able to hold a Confidential security clearance.</li> </ul>