**Job Profile: Supplier Liaison Officer**

**This supplementary information for Supplier Liaison Officer for is for guidance and must be used in conjunction with the Job Capsule for**

**Job Family: ICT Shared Service Job Level 3, Zone 1, Camden Way Category 3**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

The Supplier Liaison team manage day to day purchasing of ICT goods and services. Providing Council employees and partner’s purchasing advice and support. Managing supplier relationship and obtain best value. Resolve issues where possible at first point of contact.

**Example outcomes or objectives that this role will deliver:**

* Providing Council employees and partner’s procurement advice and support.
* Ordering ICT goods and services.
* Researching new products and services to stay up to date with current market movements.
* Delivering saving from all procurement.
* Processing RFQ, ITQ, ITT and mini competition.
* Arranging installation of IT hardware, software and upgrades.
* Ensuring supplier invoice are paid.
* Maintaining and auditing inventory records for telecom, software and hardware.
* Holding supplier performance meeting
* IT stock Management (stock count, asset tagging and re-ordering)
* Dealing with customer and supplier disputes, quires and issues.
* Process invoices for telecom, print and other assets.

**People Management Responsibilities:**

None

**Relationships**

Liaising with service users, contractors, suppliers, other departments and agencies as required, both internal and external at all levels

**Work Environment:**

Main office location will be 3-5 Cressy Road, London NW3 2ND. However will be visiting different locations within Camden, Islington and Haringey borough to deliver and collect goods.

**Technical Knowledge and Experience:**

* Ability to manage customer expectations and ensure effective communications with colleagues and customers
* Experience in purchasing ICT goods and services, telecoms, hardware, Software and maintenance renewals
* Experience in negotiating with suppliers to obtain best value and supplier management
* Experience in order management, processing orders, collecting and receipting goods on delivery
* Ability to investigate and resolve payment disputes
* Experience in maintaining, monitoring and auditing records (telecoms)
* Experience in using IT systems and MS packages.

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* •Deliver for the people of Camden
* •Work as one team
* •Take pride in getting it right
* •Find better ways
* •Take personal responsibility
* For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

**Structure Chart**

Shared Digital

Camden || Haringey || Islington

Core Infrastructure and End User

Modern Infrastructure

ICT Service Centre

Desktop Support

ICT Service Desk

Commercial Services