

**Vendor Manager**

**Competition Information Booklet**

Please read carefully

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| **Position:** Vendor Manager**Grade:** Engineer Grade II**Directorate:** Transport Technology**Reporting to:**  Transport Technology Contracts Manager**Location:** Haymarket House, Smithfield, Dublin 7 with a blended working  model.**Starting salary:** €72,511Closing date for receipt of completed applications:**12pm (noon) on Friday, 21st February 2025****Contact:** **ntacareers@rsmireland.ie** |

The National Transport Authority is committed to a policy of equal opportunity.

**Overview of the National Transport Authority**

The National Transport Authority (NTA) is a statutory body established by the Minister for Transport on 1 December 2009.

At national level, the Authority has responsibility for securing the provision of public passenger land transport services, including subsidised bus and rail and light rail services. The Authority also licenses public bus passenger services delivered by private operators and has responsibility for the regulation of the small public service vehicle (SPSV) industry (taxis, hackneys and limousines). Other areas of responsibility include the State’s rural transport programme, integrated information systems for public transport customers, management of the Integrated Ticketing Scheme for Ireland (the Leap Card system), and regulation of vehicle clamping.

Within the Greater Dublin Area (GDA) the Authority carries additional responsibilities including:

* Strategic planning of transport;
* Development of an integrated, accessible public transport network;
* Promoting cycling and walking;
* Provision of public transport infrastructure generally including light rail, metro and heavy rail; and
* Effective management of traffic and transport demand.

The GDA includes the local authority areas of Dublin City, Fingal, Dún Laoghaire-Rathdown, South Dublin, Kildare, Meath and Wicklow.

The Authority’s Capital Investment Programme includes an exciting and challenging range of projects and programmes for development and delivery over the coming years. These include mega-projects such as MetroLink, BusConnects Dublin and the DART+ Programme, together with numerous other major projects/programmes in the heavy rail area, light rail area, bus infrastructure and public transport fleet, in addition to a large portfolio of projects in the active travel area. Along with other initiatives in the areas of micro-mobility, transport technology and climate adaption, there are stimulating and rewarding opportunities to make a real contribution to enhancing Ireland’s overall transport system.

Further information on the Authority is available on its website [www.nationaltransport.ie](http://www.nationaltransport.ie)

The National Transport Authority wishes to recruit a suitably experienced and qualified individual to the role of Vendor Manager. Successful candidates may be placed on a panel from which future vacancies may be filled.

**Duties and Responsibilities**

The Transport Technology Department in the National Transport Authority (NTA) is responsible for delivering and operating ‘best in class’ technology solutions that support Transport Operators (e.g. Irish Rail, Bus Eireann, Local Links, Luas etc.) to deliver effective and efficient transport services to the public. To this end, the Department is procuring and implementing solutions in the area of real time passenger information systems (i.e. the national journey planner mobile application), a new Smart Demand Responsive Transport system (the planning, tracking and managing of local link services nationally) and a national integrated transport ticketing solution (i.e. the leap card system).

**Primary Role/Task:**

As a member of the Transport Technology Contract Management Team, you will be empowered to play an integral part in ensuring the delivery of high-quality services to public transport customers and public Transport Operators by managing suppliers that are contracted to provide and operate the transport technology systems. Tasks shall include, supporting ongoing supplier contract liaison, Service Level Agreement/Key Performance Indicator performance assessment, management of supplier related operational issues, and managing disputes. This role requires working closely with operations management to ensure successful management of service delivery, project support, commercial agreements, invoicing etc.

This role will require an individual with strength of character, a willingness to work independently but also be an active member of the contracts team and any project team they are assigned. The role will also require the individual to be able to challenge collective thinking and an ability to bring innovative ideas to all projects. The successful candidate will have strong communication skills including an ability to concisely articulate alternative views under pressure and to be flexible and have the ability to deal with sudden changes in agenda, direction or speed of programs and priorities.

**Responsibilities include:**

* Responsibility for the management of assigned outsource contracts within the Transport Technology Division;
* Ensure successful relationship management and measurement of performance of outsource partners;
* Monitor, report and analyse vendor service performance in delivering against the agreed Service Level Agreement’s/Key Performance Indicator’s and continuous service improvement metrics;
* Assistance in maintaining a framework to ensure all key metrics of contract deliverables are defined and achieved in line with a quality scorecard process;
* Working closely with Project and Procurement teams during the procurement process for new outsource contracts to ensure clear definition of deliverables;
* Working closely with Service Delivery Management to ensure monitoring and reporting of suppliers performance against contracted Service Levels;
* Manage relationships and follow up on any Service Level Agreement non-compliances and/or supplier performance issues including the quality of services delivered;
* Ensuring contract governance through regular service reviews with suppliers;
* Ensure programmes of continuous improvement are in place with suppliers and are correctly measured and managed;
* Development of strong internal and external relationships;
* Supporting the defining and implementation of new operational processes and streamlining of existing processes;
* Working with the Customer Engagement Unit to continually improve the customer experience;
* Working closely with ICT to ensure conformity to security obligations;
* Administration and evaluation of contract change requests;
* Assist with processes to ensure identification of contractual risks and issues and suggest alternatives that lead to the best solution;
* Assist with processes to regularly prepare and disseminate information regarding change request status, compliance, and modifications etc. to the Operations Management;
* Compliance with Change Management and NTA financial processes;
* Responsible and accountable for preparation of vendor performance reporting packs for Senior Management; and
* Ensuring that all invoicing and contractual matters are addressed efficiently and promptly.

**Note:** The functions and responsibilities initially assigned to the position are based on the current organisational requirements and may be changed from time to time. The person appointed requires the flexibility to fulfil other roles and responsibilities at a similar level within the Authority.

**Essential Criteria**

**Please note: In order to satisfy the shortlisting panel that you meet these criteria you must explicitly reference how you meet same in your application. Failure to demonstrate these may prevent your application progressing to future shortlisting stages.**

Each candidate must meet the following requirements at the time of the competition closing:

1. Hold a minimum of an NFQ Level 7 qualification in relevant discipline, being Information Systems, Business Management, Business Administration, Supply Chain Management, Business Law or equivalent;
2. Have a minimum of 5 years recent satisfactory experience relevant to Vendor Management with 2 of those years being the management of outsourced service providers;
3. Have demonstrated experience in the management, ongoing monitoring and analysis of performance data for Vendor Key Performance Indicator’s and Service Level Agreement’s;
4. Have demonstrated experience in negotiating and relationship management; and
5. Have demonstrated experience of bringing innovative ideas to contract management and spearheading continuous improvement both inside the business and from suppliers.

**Desirable Criteria**

**Please note: Should further shortlisting be required after essential criteria above, a selection of the following may be assessed.**

The ideal candidate will also:

1. Have experience or knowledge of the Transport Industry/Transport Technology;
2. Have an understanding of and exposure to Lean Six Sigma or ITIL;
3. Have experience with service management software;
4. Have knowledge of financial management and systems;
5. Experience working with a broad range of internal and external stakeholders; and
6. Can demonstrate proficient knowledge and understanding of legal requirements pertaining to relevant contracts.

**Remuneration**

**Salary Grade: Engineer Grade II**

**Salary Scale: €72,511, €74,168, €75,821, €77,481, €79,137, €79,577, €81,210, €82,904, €85,663 (LSI 1), €88,429 (LSI 2)**

**Personal Pension Contribution (PPC) rate.** This salary is payable to an individual who is required to make a personal pension contribution (PPC) to their main pension (in general those persons whose initial appointment to the Public Service is on or after 6th April 1995).

**€68,988, €70,569, €72,134, €73,715, €75,288, €76,862, €78,429, €80,020, €81,378 (LSI 1), €84,002 (LSI 2)**

**Non-Personal Pension Contribution (non-PPC) rate.** This salary is payable to an individual who is not required to make a personal pension contribution (PPC) to their main pension scheme.

**Annual Leave:** 27 days per annum. This leave is on the basis of a five day week and is exclusive of the usual public holidays.

**Note:**

* entry will be at point 1 of the scale and will not be subject to negotiation;
* different pay and conditions may apply if, immediately prior to appointment the appointee is already a serving Civil Servant or Public Servant;
* the rate of remuneration may be adjusted from time to time in line with Government pay policy.

**Contract:** Permanent Contract

**Probation:** There is a 6 month probationary period which may at the discretion of the CEO be extended to 10 months.

**Selection Process**

Prior to completing your application please read the Important Candidate Information Booklet on our careers page here: [www.nationaltransport.ie/about-us/careers](https://www.nationaltransport.ie/about-us/careers/)

**How to Apply**

Please submit your application in one single word document or PDF referencing the title of the role you wish to apply for in the subject of the email to **ntacareers@rsmireland.ie** with the following:

1. A comprehensive cover letteroutlining why you wish to be considered for the post and where you believe your skills and experience meet the requirements for the role of Vendor Manager; and
2. A comprehensive CV (not to exceed 3 pages).

Please note that omission of any or part of the 2 requested documents, as set out above, will render the application incomplete. Incomplete applications will not be considered for the next stage of the selection process.

**Closing Date**

**The closing date and time for applications is strictly 12pm (noon) on Friday 21st February 2025. Applications received after the specified deadline cannot be accepted.**

If you do not receive an acknowledgement of receipt of your application within 2 working days of applying, please email **ntacareers@rsmireland.ie.**

**Vendor Manager - Key Competencies**

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| **Team Leadership** | Works with the team to facilitate high performance, developing clear and realistic objectives and addressing and performance issues if they arise |
| Provides clear information and advice as to what is required of the |
| Strives to develop and implement new ways of working effectively to meet objectives |
| Leads the team by example, coaching and supporting individuals as required |
| team Places high importance on staff development, training and maximising skills & capacity of team |
|  | Is flexible and willing to adapt, positively contributing to the implementation of change |
| **Judgement, Analysis & Decision Making** | Gathers and analyses information from relevant sources, whether financial, numerical or otherwise weighing up a range of critical factors |
| Takes account of any broader issues, agendas, sensitivities and related implications when making decisions |
| Uses previous knowledge and experience in order to guide decisions |
| Uses judgement to make sound decisions with a well-reasoned rationale and stands by these |
| Puts forward solutions to address problems |
| **Management & Delivery of Results** | Takes responsibility and is accountable for the delivery of agreed objectives |
| Successfully manages a range of different projects and work activities at the same time |
| Structures and organises their own and others work effectively |
| Is logical and pragmatic in approach, delivering the best possible results with the resources available |
| Delegates work effectively, providing clear information and evidence as to what is required |
| Proactively identifies areas for improvement and develops practical suggestions for their implementation |
| Demonstrates enthusiasm for new developments/changing work practices and strives to implement these |
| Applies appropriate systems/ processes to enable quality checking of all activities and outputs |
| Practices and promotes a strong focus on delivering high quality customer service, for internal and external customers |
| **Interpersonal & Communication Skills** | Builds and maintains contact with colleagues and other stakeholders to assist in performing role |
| Acts as an effective link between staff and senior management |
| Encourages open and constructive discussions around work issues |
| Projects conviction, gaining buy-in by outlining relevant information and selling the benefits |
| Treats others with diplomacy, tact, courtesy and respect, even in challenging circumstances |
| Presents information clearly, concisely and confidently when speaking and in writing |
|  | Collaborates and supports colleagues to achieve organisational goals |
| **Specialist Knowledge, Expertise and Self Development** | Has a clear understanding of the roles, objectives and targets of self and team and how they fit into the work of the unit and Department/ Organisation and effectively communicates this to others |
| Has high levels of expertise and broad Public Sector knowledge relevant to his/her area of work |
| Focuses on self-development, striving to improve performance  |
| **Drive & Commitment to Public Service Values** | Strives to perform at a high level, investing significant energy to achieve agreed objectives |
| Demonstrates resilience in the face of challenging circumstances and high demands |
| Is personally trustworthy and can be relied upon |
| Ensures that customers are at the heart of all services provided |
| Upholds high standards of honesty, ethics and integrity |