

Role:	IT Vendor Manager
Reporting to:	Head of Technology and Enablement
Direct Reports:	N/A
Salary:	Up to £45,000
Contract:	Permanent, Full Time
Hours:	35 hours per week, Monday – Friday, 7 hours per day, between the hours of 8am and 6pm (1-hour unpaid lunch)
FTE:	1.0 FTE
Place of Work:	Silsden / Hybrid with a minimum of 2 days in the office (as agreed with manager)
Benefits:	25 days holiday, plus bank holidays, Company Pension

Ecology's Purpose

In a world that doesn't add up, daring to be different is our calling, lending our power so everyone's story gets a chance to thrive.

Role Purpose

The role is accountable for building and maintaining effective relationships with the Society's key technology suppliers. It acts as a primary interface between internal stakeholders, Risk, Compliance and external suppliers, translating business and control requirements into clear expectations and assessing whether supplier capabilities, service models, roadmaps and contractual commitments continue to support the Society's current and future operational needs.

The role is responsible for managing the lifecycle of third-party technology arrangements, including due diligence, contract oversight, renewal planning, governance reviews, action tracking, performance monitoring, audit coordination and the management of relevant certifications and attestations. A key focus is ensuring that these relationships are actively managed to deliver secure, resilient, compliant and value-driven outcomes that support good customer outcomes and operational resilience. The role is particularly suited to someone with strong business analysis, stakeholder engagement, commercial awareness and supplier governance skills, rather than requiring a hands-on IT specialist or technical practitioner background.

Main Duties & Areas of Responsibility

Examples of duties include, but are not exclusive to:

- Build and maintain strong, constructive relationships with key technology-enabled and operationally important third parties, acting as the primary relationship manager and escalation point for supplier-related matters.

- Work with internal stakeholders to understand business requirements and assess whether supplier capabilities, service models, roadmaps and contractual commitments continue to meet those requirements.
- Translate business needs into clear third-party expectations, ensuring requirements are understood, documented, prioritised, and reviewed through appropriate governance forums.
- Manage technology and cyber-related supplier due diligence activity, ensuring assessments are completed, documented, reviewed and maintained in line with the Society's policies and regulatory expectations.
- Maintain oversight of relevant supplier contracts, including key obligations, service commitments, commercial terms, renewal dates, notice periods, exit provisions and required contractual clauses.
- Proactively manage contract renewals for relevant suppliers, working with internal stakeholders, Finance, Risk and suppliers to review performance, value, ongoing need and commercial options ahead of renewal decisions.
- Facilitate regular supplier governance and review meetings for relevant arrangements, ensuring agendas are prepared, minutes are captured, actions are agreed and progress is tracked through to completion.
- Monitor supplier performance against agreed service levels, contractual obligations, security expectations and business requirements, ensuring issues, risks and concerns are escalated and resolved effectively.
- Identify opportunities to improve supplier performance, service quality, user experience, operational outcomes and value for money within the technology-enabled supplier landscape.
- Manage and rationalise the supplier portfolio where appropriate, ensuring oversight is proportionate to supplier criticality, business impact, cyber risk and value delivered.
- Ensure supplier records, due diligence evidence, contracts, meeting minutes, renewal plans, actions, risks and decisions are maintained accurately and remain audit-ready.
- Lead the management and renewal of accreditations, attestations, audits and certifications, including Cyber Essentials Plus, SWIFT and other relevant assurance activities.
- Coordinate and manage audit fieldwork, ensuring timely evidence collection and effective engagement with internal and external auditors.
- Support effective third-party technology risk management by ensuring supplier risks, controls, actions and assurance activities are documented, reviewed, escalated and kept current.

Skills and Experience

- Proven experience managing suppliers, ideally in a regulated environment.
- Strong relationship-building and stakeholder management skills, with the ability to influence, challenge and collaborate effectively with internal teams and external suppliers.
- Experience analysing business requirements and assessing supplier services, capabilities, roadmaps and contractual commitments against those requirements.
- A business analysis or similar skillset would be highly relevant, particularly where this includes requirements gathering, process understanding, stakeholder engagement, service assessment and translating business needs into supplier expectations.
- Strong understanding of supplier due diligence, third-party technology governance,

contract management and ongoing supplier assurance.

- Experience managing supplier contracts, renewals, commercial discussions, governance reviews, meeting minutes and action tracking for technology-enabled or operationally important arrangements.
- Commercially aware, with the ability to identify opportunities to improve supplier value, reduce duplication, rationalise arrangements and ensure value for money.
- Strong organisational skills, with the ability to manage renewal calendars, supplier records, due diligence documentation, service review outputs, actions, risks and evidence.
- Experience supporting audits, certifications, accreditations, attestations, evidence collation and auditor engagement.
- Familiarity with technology, cyber and operational resilience assurance activities, such as Cyber Essentials Plus, ISO-aligned controls, SWIFT requirements and supplier assurance reviews.
- Strong analytical and problem-solving skills, with the ability to assess supplier performance, identify trends, understand business impact and drive practical improvements.
- Excellent written and verbal communication skills, including the ability to prepare clear minutes, action logs, service review outputs, supplier updates and management information.
- Highly organised, detail-driven, pragmatic and able to apply a proportionate, risk-based approach to supplier governance within a technology-enabled environment.

Other

- You have a legal duty to take reasonable care of your own health and safety and that of others and you are expected to be familiar with, and adhere to, Ecology's Health and Safety Policy
- Ensure your work, communication and approach conforms to the values and behaviours of the Society.
- Keep up to date, and comply with Ecology's rules, Policies and Procedures.
- Undertake any reasonable duties requested by management.
- This role has a six-month probation period.
- As part of your role, you are responsible for upholding the principles of Consumer Duty by ensuring that the needs, preferences, and interests of members are at the forefront of decision-making, delivering fair outcomes, and acting in a way that promotes member trust and confidence

Acceptance

Print Name: _____

Signature: _____

Job Description

Date: _____

Behaviours and Values

Behaviour		Our Collective Commitments		Examples of Bringing My Best Self to Work	
Deliver Together		We've always believed that, together we can achieve more. Working with our stakeholders and Members to create incredible impact. That's why Deliver Together is the heartbeat of everything we do. By combining our unique strengths, perspectives, and talents, we know there is no challenge too great, no goal too ambitious. Together, we're unstoppable. Deliver Together means learning from one another, recognising that every person brings something valuable to the table. We know the best solutions emerge when we combine our insights, learn from our differences, and respect each other's expertise. When we Deliver Together, we tackle challenges as a united front, sharing our successes, learning from our setbacks, and always supporting each other to be better. Creating something that's greater than the sum of our parts. Let's Deliver Together. Because together, we can achieve the extraordinary.		• I collaborate with others, considering the bigger picture and doing the right thing for Ecology and our Members • I deliver on our collective commitments, providing amazing service to our Members, and to my fellow colleagues • I am purposeful in my actions, respecting people's time and using it wisely • I choose the right communication tools and methods to align with the goals, complexity, and urgency of the activity • I evaluate the strengths of the team, ensuring that the right individuals are involved • I welcome diverse perspectives and encourage inclusivity	
Lead With Care		At Ecology we care deeply about our planet, the people we work with and the Members we serve. Lead With Care means being honest and supportive - the cornerstones of strong relationships and lasting success. It's about being authentic, patient, compassionate and understanding. It's appreciating that everyone's journey is unique and taking time to encourage, uplift and help each other. We recognise the power of words and the responsibility we carry when we communicate, offering feedback that is constructive and kind – and always keeping the well-being of others in mind. We share our thoughts clearly and respectfully, without fear of judgment. To Lead With Care is to embrace openness with courage, even when it's difficult, knowing that honesty drives meaningful change that makes a difference. Let's Lead With Care. In every action, every word, and every step we take.		• I am kind to myself, asking for help when needed • I build trust through consistency and reliability • I help when needed, stepping in with a willingness to support • I share truth with care, offering feedback that is constructive and kind, and delivering it in a way that helps others grow, without judgment or blame • I am mindful of how my actions, decisions, and communication affect people and our planet • I actively listen and seek to understand the needs of others, being present in the moment • I celebrate successes, offering thanks and praise for a job well done	
Values					
Fairness: Treating everyone individually and with respect		Openness: Listening to each other's views and opinions		Responsibility: Doing what we say we'll do. Making pragmatic decisions, staying true to our values	
				Co-operation: Working together, receptive to the knowledge and opinions of others	
				Activism: Empowering colleagues to be advocates for change	

Behaviours and Values

Behaviour		Our Collective Commitments		Examples of Bringing My Best Self to Work	
Own Your Impact	At Ecology, we make an incredible impact on our environment and the communities around us. And we all play a part in making this happen.			- I take ownership of my performance and development, achieving my objectives and building the skills I need for future success - I own the process from start to finish, taking responsibility for every step - I have clarity over my role and know what’s expected of me - I do what I say I will, managing stakeholder expectations with clear communication and deadlines - I consider risks carefully, seeking feedback to guide my path and being mindful of possible outcomes. - I embrace feedback and use it to improve, seeking opportunities to learn from others - I am self-aware, reflecting on my own actions and impact, and I believe in my own abilities	
	Own Your Impact is a promise to ourselves to take full ownership of our actions, our commitments, and the outcomes we create. It means delivering on our promises and taking accountability for the results we achieve.				
	To Own Your Impact is to make considered decisions, even when the path isn’t easy. It’s about achieving a high standard of excellence and recognising that our individual actions contribute to the collective success of our team. We do what we say we will – and we do it to the best of our ability.				
	Own Your Impact means being proactive by anticipating challenges, taking the initiative to find solutions, and owning the process from start to finish. We lead by example, knowing that true accountability means creating positive impact that drives the right results.				
		Let’s Own Our Impact. Let’s be accountable for our actions and for our future.			
Dare To Be Different	Ecology started from a brave decision to do something that others wouldn’t. Pioneer the possible.			- I speak up and challenge respectfully, with a focus on finding solutions - I’m positive and inspiring, strong in the face of adversity and resilient when facing setbacks - I don’t let fear or disappointment derail my efforts - I’m brave enough to step out of my comfort zone, challenging the status quo to achieve the right results - I lead with humility, accepting my mistakes, listening to others, and being brave enough to change course when it’s the right thing to do - I champion sustainability, pushing for positive change so we can create a better world	
	Dare To Be Different means stepping into the unknown with confidence, challenging the status quo, taking considered risks that may lead to incredible impact. It’s about having the courage to voice new ideas, even when they seem bold or unconventional.				
	To Dare To Be Different means making tough decisions, when others won’t, and being brave enough to change course if it’s the right thing to do. We are strong enough to own our mistakes, being resilient in the face of setbacks. We embrace failure, seeing it is a stepping stone to success, sharing what we learn to help each other.				
	We lead with confidence to inspire others to greatness.				
		Let’s Dare To Be Different. Let’s inspire the world around us.			
Values					
Fairness: Treating everyone individually and with respect		Openness: Listening to each other’s views and opinions		Responsibility: Doing what we say we’ll do. Making pragmatic decisions, staying true to our values	
				Co-operation: Working together, receptive to the knowledge and opinions of others	
				Activism: Empowering colleagues to be advocates for change	