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| SECTION 1 – IDENTIFYING INFORMATION |
| Job Title | VMO Analyst – FTC  | Global Business Services |  |

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| SECTION 2 – JOB SUMMARY |
| We are seeking a highly skilled VMO Analyst to support our Vendor Management Office. The successful candidate will, deliver operational excellence, ensuring contract compliance, process efficiency, and continuous improvement, and work closely with procurement to manage and maintain third party performance. This role is ideal for someone with strong analytical skills, a structured approach to process documentation, and experience in vendor management. |

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| SECTION 3 – KEY ACCOUNTIBILITIES | % OF TIME |
| * Oversee and execute operational VMO activities, including contract volume tracking, pricing queries/updates, and supplier on boarding.
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| * Assess data needs, identify data sources, extract, and analyse data to provide meaningful insights for business decisions.
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| * Define and implement quality frameworks and SLAs to ensure vendor performance aligns with business objectives.
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| * Develop, document, and maintain standard operating procedures (SOPs) and job aids.
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| * Plan, coordinate, and lead meetings with internal and external stakeholders, ensuring timely follow-ups and actionable outcomes.
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| * Identify opportunities for continuous improvement within vendor management processes and implement necessary changes.
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| * Manage and maintain relationships with third-party vendors, ensuring adherence to agreed terms and service levels.
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| SECTION 4 – EDUCATION & EXPERIENCE |
| Experience (i.e. Relevant experience, Industry Experience, etc) | * Experience of VMO ideally within a food / CPG environment
* Proven experience working with third-party vendors in a vendor management or procurement function.
* Preferred: Background in CPG Purchasing, Procure to Pay (P2P) or Accounts Payable (AP).
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| Key Capabilities and Characteristics (Interpersonal skills, specific competencies, specific skills, etc) | * Ability and willingness to communicate effectively at all levels and provide support in a range of activities and tasks
* Strong presentation skills with the ability to engage stakeholders at all levels.
* Ability to take and action feedback from stakeholders
* Proactive and driven attitude with a natural aptitude for problem solving (and able to think differently when finding solutions)
* Excellent organisational and time management skills
* Ability to think logically and calmly especially when it’s really busy.
* Demonstrate a calm and resourceful response when issues arise
* Manage a varied workload through prioritising and communicating to the team
* Good business acumen
* Strong analytical skills with the ability to extract, interpret, and present data-driven insights.
* Experience in process documentation, including the creation of SOPs and job aids.
* Ability to plan and manage meetings effectively, ensuring clear action points and follow-ups.
* Experience in defining and implementing SLAs and quality frameworks.
* Demonstrated skill in utilizing O365 suite of tools/apps
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Additional Information

* This role is **remote** but requires proximity to **Histon or Leeds** for occasional in-person collaboration.
* The position is for a **minimum of six months**, with potential extensions based on business needs.