

## Technology Buyer

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions, and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

### **You'll demonstrate our HEART values in your behaviours. You'll:**

- Be authentic, open, and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency, and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

## The role

To maintain supplier data and conducting analysis, with the goal of improving the organization's supply chain operations including timely renewals and terminations & regular due diligence. Supporting budget planning and operational monitoring. Identifying underperforming areas in the supply chain and suggesting improvements or resolution to problems.

You will need to maintain positive working relationships with our technology suppliers so that we fully understand any emerging market trends and commercial activities that we need to undertake.

You will also need to understand Southern Housing's technology strategy and procurement/commercial models so that you can plan for any emerging supplier implications. On Boarding\Termination\ Change control

## The location

You'll be based at one of our main offices in either Farringdon or Sittingbourne, with the option for working in a hybrid way when appropriate and as agreed with your manager.

## What you'll be doing:

### Ensuring the technology strategy has consistent delivery focused suppliers available when we need them

- Maintains information on the IT departments Supplier & Contracts Management Information System (SCMIS)
- Supports commercial partnerships with a range of suppliers ensuring we maintain positive relationships and value for money from our supply chain.
- Assists IT Commercial Leadership with BAU spend against budget throughout the financial year. Ensuring discrepancies are highlighted and where necessary escalated for review.
- Supports the Forecasting process alongside the IT Leadership Team and Finance
- Manages and supports the procurement processes associated with Technology across Southern Housing – includes the ordering of software and, as required, hardware and related technology goods and services
- Provides management information and assists with the development of new dashboards showing key supplier metrics
- Ensures Renewals and Terminations are reviewed, processed and completed with enough time to ensure best value is achieved.
- Administers the Supplier Due Diligence process, supporting IT Commercial Management leadership, to ensure identified risks are agreed with Subject Matter Experts to provide a stronger supplier base. Ensure due diligence is performed regularly
- Review software licensing agreements, including EULAs, open-source licences, and SaaS terms and conditions. Highlighting any risks to IT Commercial leadership for review and mitigation.
- Ensures Contracts and Contractual documents are completed, signed and stored electronically
- Where required, conducts supplier review meetings for selected suppliers with associated owning functions in IT
- Resolves minor contractual issues, specifically with failure to meet contractual obligations around service provision or delivery, escalating when necessarily
- Builds strong relationships embracing effective operational relationships at supplier account management level
- Contribute to the development and continuous improvement of IT Commercial Team processes.

- Provides administrative support of the IT departments Commercial Profiles, Financial reporting and Resource Management Processes

### What you'll need:

#### Experience

- Familiarity with budget planning and forecasting
- Good influencing and problem-solving skills and ability to communicate effectively with customers
- Experience managing service and/or project delivery with suppliers.
- Experience administering commercial partnerships with technology suppliers
- experience of working efficiently, in conjunction with others within and outside the department, to deliver objectives at all levels

#### Skills

- Good IT understanding
- Experience in IT procurement, contract management, or a junior buyer role within a technology commercial environment.
- Familiarity with key ITIL tools and Purchasing systems such as HALO ITSM and Proactis
- Understanding of the structure of contracts, including familiarity with reviewing and interpreting software licence agreements and SaaS contracts
- Solid analytical skills
- Understanding of accounting principles and financial management
- Understanding of basic risk management
- Proficient in Microsoft 365, with the ability to use tools such as Microsoft Office, SharePoint, Teams, Planner, and Power Platform to streamline workflows and reporting.
- Basic negotiation skills and a demonstrated understanding of how to ensure purchases deliver value for money
- Experience of partnership working and stakeholder management, both internally and externally, and of quickly establishing trust and credibility
- The successful candidate will demonstrate a clear understanding of how to use Artificial Intelligence (AI) tools responsibly. This role requires a risk-aware mindset—balancing innovation with caution—ensuring AI is used to enhance service delivery while safeguarding resident trust and regulatory compliance.

#### Qualifications

- CIPS, other finance-related, or procurement-related qualifications (or working towards).

**Desirable**

- Willingness to obtain qualifications relating to Supplier Management and/or financial Planning Qualification
- Knowledge of and application of the core principles of Agile methodologies use outside of software development
- A demonstrable interest in innovating processes and supporting efficiencies using Microsoft 365 apps and services.

**Abilities:**

- Ability to collaborate well across teams and wider business areas.
- Attention to detail
- Calm under pressure
- Self-starter keen to learn and understand new technologies and uses
- Planning across multiple projects, stakeholders and priorities

LT Directorate:	Technology
No of Direct Reports:	0
Location/Regions covered by this role:	NA
Last updated:	June 2025