



Hi, I am Charlie, the...

# Vendor Relationship Manager

May also be known as: Vendor Management Lead

I manage all of Finance’s relationships with vendors who provide accounting and finance services for Finance. My role is typically present in organisations with large outsourcing footprint. I oversee service quality, service escalations and vendor risk governance.

WHO AM I

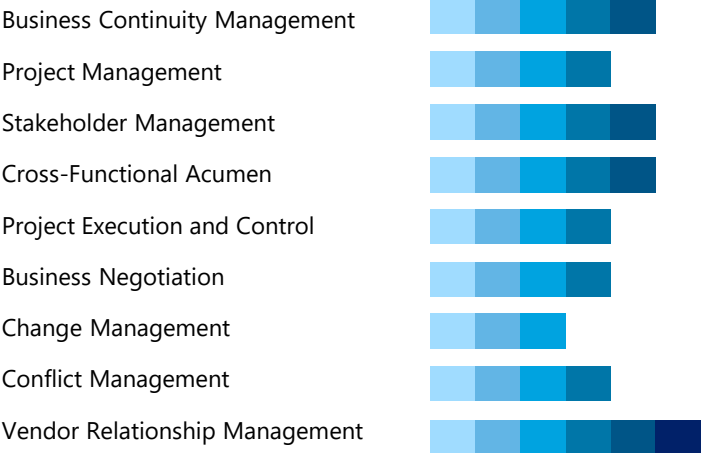
Charlie  
Vendor Relationship Manager

“I manage Finance relationships with vendors such as outsourcing and accounting/tax service providers. I am the mediator of Finance and multiple service providers. I manage and lead periodic service review to ensure the highest standard of service quality provided by the vendors, and ensure all escalations are managed appropriately. I also work with Legal and Procurement on contract matters such as the negotiations and renewal of master outsourcing services agreement / contracts.”

MY ROLE

- My responsibilities as the Vendor Relationship Manager include:
- **Handling change of scopes of service** including understanding and leading discussions with Finance stakeholders to **align and firm up business requirements** with relevant vendors
  - **Working with procurement and legal teams** to amend any contracts, and ensure follow up until the amendments takes effect
  - **Monitoring and tracking of contracts** expiration, and **kick start any contract renewal and renegotiation processes** with Finance stakeholders and the vendor
  - Managing **all regular service review** (quarterly and annually) with vendors including **collecting feedback from Finance stakeholders, reviewing vendor performance** against contractual service level agreements (SLA) and where available, **discuss any performance-based credit** as contractually stipulated
  - Managing all escalations and inquiries from Finance stakeholders and internal stakeholders, and **communicate and work with vendors to ensure the highest standard of service quality**
  - Support the **global vendor risk assessment**, as well as **ensuring appropriate business continuity planning (BCP) policies are in place** by vendors that align to the organisation’s BCP policy

MY SKILLS



DAY IN MY LIFE

- 9:00 • Review emails and respond to outstanding requests, to prioritise and organise workloads
- 10:00 • Attend meeting with the Accounts Payable team to **discuss Vendor X service performance, and any escalations and risks identified**
- 11:00 • **Review the latest draft of master services agreement** for Vendor B for Tax services provided, and **append notes and communicate to Legal and Procurement team** to further review and amend
- 1:00 • **Attend quarterly service review meeting with the Treasury team and Vendor A, to discuss the quarterly service performance** against SLAs, and take note of any actions to follow up from the meeting
- 2:00 • **Review contract expiration schedule**, and take note of any upcoming contract renegotiations that would be required, and **schedule initial kick off discussion with the respective vendors to kick start the contract renewals process**
- 5:00 • Review **business continuity plan (BCP)** provided by Vendor X and compare against company’s BCP policies, and provide feedback on any noticeable gaps that needs to be addressed

MY TOOLBOX



**Business Intelligence & Visualisation** tools help gather, consolidate, and make sense of data. These tools can be used to track service performance of vendors against target SLAs, and to be used during vendor performance reviews and discussions



**Business Process Management (BPM)** tools contain human task management, workflow and collaboration functionalities to enable various users and project teams to collaborate, track and manage tasks and workflows to achieve business outcomes.