



Position Description – Vendor Manager, Information Technology Services

Position Details

Position Title: Vendor Manager, Information Technology Services

College/Portfolio: Operations **School/Group:** Procurement

Campus Location: Primarily based at City campus (222 Lonsdale Street, Melb), and the potential to work across other RMIT campuses as required.

Classification: HEW 9 **Time Fraction:** 1.0

Employment Type: Fixed Term – 13 months

Fixed Term Reason: Replacement Employee

Reporting Line: Cassandra Nugent, Senior Vendor Manager, Information Technology Services

No. of Direct reports: 0

RMIT University

RMIT is a global university of technology, design and enterprise, committed to creating transformative experiences for students and making a meaningful impact through research, innovation, and engagement. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our campuses in Melbourne (City, Brunswick, Bundoora, and Point Cook) are complemented by international campuses in Vietnam and a centre in Barcelona, Spain. We proudly acknowledge the Woi Wurrung and Boon Wurrung peoples of the eastern Kulin Nation on whose unceded lands our campuses are located.

We are deeply committed to reconciliation and Indigenous self-determination, embedding these values throughout our policies, culture and structures.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

Why Join RMIT?

Our people are at the heart of everything we do. At RMIT, we value innovation, collaboration and impact. Our values are the heart (durrung) of who we are and what we stand for at RMIT. They guide what we do, how we make decisions, and how we treat each other.



Inclusion Imagination Integrity Courage Passion Impact

Learn more about our values: <https://www.rmit.edu.au/about/our-strategy/values>

Organisational Accountabilities

RMIT is committed to the safety, wellbeing and inclusion of all staff and students. As a staff member, you are expected to comply with all relevant legislation and RMIT policies, including those related to: Equal opportunity, Occupational health and safety, Privacy and trade practices & Child safety standards:

Appointees are responsible for completing all required training and ensuring that they and their team members remain up to date on relevant compliance obligations.

Staff are expected to understand and support RMIT's child safe practices as part of their professional responsibilities. More about our child safety commitment: <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Leadership at RMIT

At RMIT, leadership is not defined by position or hierarchy—it is a shared responsibility demonstrated by all staff, regardless of role or title. Leadership is grounded in our six core values, which guide and shape how we work together, make decisions, and create impact.

Effective leadership means consistently integrating these values into everyday actions and interactions, whether influencing a project outcome, supporting a colleague, or leading a team. All staff are expected to embody the principles of the *Be–Know–Do* Leadership Model:

Be – We are open and authentic, inclusive and empowering. We are purpose driven role models and communicators.

Know – We are self-aware, and understand our stakeholders, our sector and priorities.

Do – We set clear direction and expectations, we develop ourselves and others and promote mutual accountability to deliver results.

At every level, leadership at RMIT is about influence, contribution, and mindset. It is reflected in how we empower others, foster collaboration, and drive positive change through capability-building and alignment to strategic goals.

College/Portfolio/Group

The Operations Portfolio enables an integrated, enterprise-wide delivery for best practice student and staff experiences.

The Portfolio incorporates the following business units: Enabling Services Reform (ESR), Information and Technology Services (ITS), Finance & Assurance incorporating Procurement, Health Safety & Risk, Office of the Chief Operating Officer, and Property Services.

The Portfolio houses significant drivers and delivery components across the staff and student journeys and enables the overall experience for both groups. The Portfolio is integral in bringing the RMIT strategy to life, across the globe. Each of these functions supports the global operations of the University both directly as well as through its controlled entities.

Procurement is a small but focussed group reporting to the Chief Financial Officer. The role of Procurement is to review sourcing and procurement options across the university based on an expenditure on goods and services of ~\$380M. Key issues addressed are:

- Identifying cost improvement initiatives across the university spend
- Rationalising supplier base
- Negotiating and establishing major RMIT group contracts based on combined purchasing power
- Enabling the procurement process and policies through both systems and controls
- Using and leveraging group contracts to provide savings
- Development of category strategies and deep vendor relationship management

Position Summary

The Vendor Manager, ITS is responsible for the end-to-end management of a defined portfolio of strategic and critical technology vendors, driving performance, value realisation, and risk management across the vendor lifecycle.

This role is accountable for establishing and executing robust vendor governance, commercial optimisation, and relationship management practices that ensure vendors deliver against contractual, operational and strategic objectives. The Vendor Manager operates at both operational and strategic levels, influencing internal stakeholders and vendor partners to deliver measurable outcomes aligned to RMIT's strategic priorities.

The role plays a key part in advancing RMIT's Vendor Management capability by:

- Driving value realisation (cost optimisation, service improvement, innovation)
- Leading structured governance forums (e.g. QBRs, SBRs)
- Managing vendor risk, performance and issue resolution
- Supporting enterprise transformation initiatives (including digital, cloud and service reform)
- Contributing to the uplift of tools, systems and frameworks (including Vendor Management Systems and reporting)

The Vendor Manager acts as a trusted advisor to stakeholders, translating business demand into vendor outcomes, and partnering with vendors to deliver innovation and continuous improvement.

Key Accountabilities

1. Vendor Portfolio Ownership

Own a defined portfolio of ITS vendors (e.g. cloud, SaaS, managed services), with accountability for:

- Vendor performance and service delivery
- Commercial outcomes and financial management
- Contract compliance and obligations
- Relationship management and stakeholder alignment
- Manage the end-to-end vendor lifecycle including onboarding, governance, renewal and exit

2. Vendor Governance & Performance Management

- Establish and lead structured vendor governance forums (e.g. operational reviews, QBRs, SBRs)
- Monitor and manage vendor performance against KPIs, SLAs and experience metrics
- Provide clear visibility of performance trends, risks and issues through structured reporting (including RAG status)
- Drive continuous improvement plans and hold vendors accountable for outcomes

3. Value Realisation & Commercial Optimisation

- Deliver measurable cost savings and cost avoidance outcomes across vendor portfolios
- Identify and implement commercial optimisation opportunities (e.g. licensing, consumption, pricing models)
- Support benchmarking, market analysis and commercial insights to inform decision-making
- Track and report on realised and forecast benefits

4. Issue, Risk & Assurance Management

- Own governance of major vendor incidents and service issues, ensuring timely resolution and service restoration
- Drive root cause analysis and remediation planning across vendors
- Identify, assess and manage vendor-related risks (commercial, operational, cyber, financial)
- Support audit, compliance and controls assurance requirements

5. Strategic Vendor Relationship Management

- Build and maintain strong, outcome-focused relationships with strategic vendors
- Influence vendor behaviour to align with RMIT priorities and performance expectations
- Partner with vendors to identify and deliver innovation, co-investment and transformation opportunities
- Facilitate senior-level engagement between RMIT stakeholders and vendor executives

6. Stakeholder Engagement & Demand Management

- Act as a trusted advisor to ITS and business stakeholders
- Translate business needs into vendor delivery outcomes
- Support demand management and consumption optimisation across services
- Drive alignment between stakeholders, procurement and vendor delivery

7. Data, Reporting & Insight

- Develop and deliver executive-level reporting on vendor performance, risks, financials and strategic opportunities
- Leverage data and insights to drive informed decision-making and governance maturity
- Support uplift of Vendor Management Systems (VMS) and reporting frameworks

8. Procurement & Category Alignment

- Collaborate with Category Management and Strategic Sourcing teams
- Provide vendor insights to support sourcing, negotiation and contract renewal strategies
- Contribute to supplier rationalisation, consolidation and strategic alignment initiatives

9. Transformation & Continuous Improvement

- Support enterprise transformation initiatives (e.g. Enabling Services Reform, digital uplift, cloud transformation)
- Identify opportunities to improve vendor management frameworks, processes and tools
- Contribute to the continuous maturity of Vendor Management practices across RMIT

Key Selection Criteria

- Proven experience managing complex, high-value vendor portfolios within an IT or digital environment
- Demonstrated expertise in strategic vendor relationship management and governance
- Strong commercial acumen with experience delivering measurable cost savings or optimisation outcomes
- Experience leading vendor governance frameworks (e.g. QBRs, SLAs, KPIs, performance reporting)
- Demonstrated ability to manage vendor performance, risk and issue resolution in complex environments
- Experience engaging and influencing senior stakeholders and vendor executives
- Ability to leverage data and insights to drive decision-making and performance improvement
- Strong collaboration skills within a matrixed, cross-functional organisation

Success in this role will be demonstrated by:

- Delivery of cost savings and cost avoidance targets
- Improvement in vendor performance and service outcomes
- Effective management and reduction of critical vendor risks and incidents
- Delivery of vendor-led innovation and transformation initiatives
- Strong stakeholder satisfaction and engagement
- Maturity and effectiveness of vendor governance and reporting

Qualifications

Relevant tertiary/professional association qualification/accreditations and / or experience

Preference for vendor management experience in Information Technology, including enterprise-class Platform-as-a-Service and Software-as-a-Service vendors

Working with Children Check

Appointment to this position is subject to holding a valid Victorian Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.