

Job Description

Basic Job Information

Job Title	Contracts and Commercial Analyst
Brand/Function	Information Technology
Department	IT Governance and Security
Job Grade	C/ C1
Location	Blakelands
Role Reports to	Contracts and Commercial Manager
Direct Reports	0
Budget Accountability	No

Job Purpose

Responsible for supporting the Contract and Commercials Manager in all contractual aspects of IT's delivery, including driving commercial efficiencies from current suppliers, close liaison with the IT teams for new services and defining tender requirements for all supplier engagements.

Working with teams across our business, within IT and suppliers, this role is accountable for ensuring compliant, cost efficient delivery across Group IT.

Key Areas of Responsibility

- Development, definition and implementation of Service Levels, KPIs and Service Schedules, to reflect the on-boarding of new services, amendment and retirement of old services
- Lead the Procurement lifecycle activities including supplier engagement, quote evaluation, Internal Approvals (with limited tender management)
- Ensure compliant suppliers participate in IT service tender activities
- Collaborate with Legal, Procurement, Finance and internal stakeholders to ensure smooth contract lifecycle management
- Ensure legal agree the drafting and negotiation of commercial terms and conditions
- Identify and mitigate any potential risks with contracts
- Maintain accurate records of contract status, renewals, and performance metrics
- Administration of contract artefacts and validation of invoices

Compliance Responsibility

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Working Relationships

- VWG UK Service Delivery Leads
- VWG IT SLT
- VWG UK Suppliers
- VWG IT Portfolio and Delivery Leads
- VWG UK Procurement and Legal Teams
- VWG Controlling

Skills

- Knowledge of IT service delivery
- Knowledge of the interaction between service, cost, quality and service-levels
- Knowledge of procurement process, legal terms and conditions
- Ability to read and interpret commercial contracts, SLA's and agreements
- Highly motivated and able to work with minimal supervision to achieve results
- Excellent written, verbal and presentation skills
- A logical thinker with strong analytical skills
- Excellent time management skills – able to plan and organise a complex, varied workload to meet deadlines
- Basic Project Management skills
- Stakeholder engagement and supplier management

Experience

- Experienced in management of commercial and stakeholder relationships
- Contract Management, preferably in IT
- Supplier Management
- Creation of contract service schedules and service credit regime

Qualifications

- Prince 2 foundation or equivalent

Career Pathways

- Buyer
- Procurement Category Manager
- Contracts and Commercial Manager
- Service Delivery Lead

Version Control

Date	Version No.	Reviewed by	Comments/Action
October 2025	1	E Morcombe	
From 2021 onwards document version control is controlled via SharePoint, the latest version of this document will be held on Life Online and therefore this document is uncontrolled if printed.			