

Job Title: Manager: Procurement & Vendor Management Services Delivery

About Multistrat

Multistrat is a boutique consultancy firm based in Amsterdam, Netherlands. We provide strategy and execution services in IT / Technology sourcing, procurement and contract management. The spectrum of Multistrat engagements vary from intimate and often complex strategic partnering in supporting customers’ transformation agenda to ongoing support in license / publisher estate compliancy to vendor governance management and contract management. (A snapshot of our experience set is shown below).

To further support its clients and develop advanced capabilities, Multistrat is expanding its presence in India by establishing an offshore center of delivery / excellence. This is an exciting prospect for Multistrat and its customers! On that basis, there are a number of new roles available for exceptional individuals who would like to join the journey!

Experience matrix
Partnering with customers across industry sectors to realise their IT / Digital goals

| | FMCG | RETAIL | BEAUTY & HEALTH | INDUSTRIAL SERVICES | E-COM B2B / B2C | FINANCIAL SERVICES | LOGISTICS | PUBLIC |
|----------------------------------------------------|------|--------|-----------------|---------------------|-----------------|--------------------|-----------|--------|
| LEAD COST REDUCTION PROGRAMS | ● | ● | ● | ● | | ● | ● | ● |
| PARTNER / SUPPLIER ECOSYSTEM MAPPING & BUILDING | | ● | ● | | ● | | | |
| SOFTWARE AND SAAS COMPLIANCY & PURCHASES | ● | ● | ● | ● | ● | | | |
| LEAD IT MANAGED SERVICES & SHARED SERVICES RFPs | ● | ● | ● | ● | ● | ● | ● | ● |
| MANAGE TECHNOLOGY & SI SELECTION PROCESS | ● | ● | ● | ● | | ● | | |
| TRANSFORMATION BUSINESS CASE & SUPPLIER MANAGEMENT | ● | ● | ● | ● | ● | ● | ● | ● |
| ACQUISITION & DIVESTITURE ENABLEMENT | ● | ● | ● | ● | ● | | | |

Role Objective

The Manager level will be based in India and have delivery reporting lines to internal Multistrat management and their allocated client/s based in Amsterdam, Netherlands.

As an experienced practitioner, in procurement and vendor and contract management, the objective of the role is to execute procurement and vendor management activities for clients.

Customer delivery lead

The Manager will leverage their strengths, Multistrat leadership team and Amsterdam based delivery counterpart as well as their local support team to establish and deliver a roadmap of continuous improvement for their clients. The scope of services for any particular client can range from helping to develop Category or Vendor Management strategy to process safeguarding that contracting is compliant to client’s policies to providing software asset management compliance reporting on a quarterly basis. As the Manager is responsible for client relationship, satisfaction, and delivery the Manager is expected to demonstrate accountability and ensure quality by both leading the delivery team and where required by executing themselves.

Building trust with the client, the Manager will leverage Multistrat’s already existing client relationships to further expand activities with services which add greater value to their clients. The Manager will also be a leader within the Multistrat organization contributing to the development of other client’s portfolios, services development and the overall coaching and development of teams and knowledge within the organization.

IT Commodity Lead

The Manger will also be a specialist in a specific area eg SW/SAAS, Hosting & Hyperscaler, Networks. In the SW area they will have in detailed techno-commercial insight of particular SW publishers eg. MSFT, SAP, Oracle, Adobe, Salesforce, Workday, and be able to be the lead in specialism they hold for client interactions across Multistrat. They will leverage their network and specificities of ‘deal-making’ to ensure optimal outcomes are realised for clients. They will also participate in proactive benchmarking and assessment exercises to determine potential value and dovetail opportunities into client roadmap and pipeline of activities.

Key client stakeholders will include Procurement Directors, Vendor and Contract Management Directors and their teams up to CIO / CPO. Some of the services being delivered require an interaction across the client organization. Within Multistrat engagement will be with peers and colleagues and the delivery team in India, as well as Amsterdam based counterparts. Multistrat is a small organisation which benefits from short lines of communication and strong customer intimacy hence next to formal governance, access is unrestricted and interactions will be dynamic on an as needed basis.

Key Result Area's / Goals

Leadership

- Become a trusted partner and advisor to the client and to your Multistrat colleagues
- Own the client services roadmap to maximise value for the client and Multistrat
- Be a change agent: demonstrate the insight and ambition to challenge and innovate and the tact required to execute
- Lead by example and demonstrate the empathy required to ensure colleagues go the extra mile with you.

Delivery

- Ultimately accountable for client delivery (direct clients and indirect client contributions in the Category lead dimension)
- Formal and informal client engagement and ensuring client access as needed
- Delivery as required (reports, benchmarking, negotiations support..) as Commodity lead
- Being proactive, quality conscious and ensuring internal reviews for all reports / presentations
- Well planned / timely leverage of the team / resources
- Hands on in execution where required
- Contributing the internalisation of knowledge within the firm
 - Repositories
 - Internal Training
 - Coaching and development of team
- Ensure delivery of client services within cost structures / maintaining account margin targets

Requirements

Competencies

- Client first and client management orientation
- Self starter & entrepreneurial (upside and risk mitigation)
- Quality oriented
- Technology savvy (category and delivery perspective)
- Self aware (strengths and weaknesses and knows where support is required)
- Ambition and growth mindset (personal & company)

Skills

- Excellent English communication (written and verbal)
- Expertise in client delivery (internal or external)
- Consulting experience preferred
- Customer orientation
- Interested in leveraging technology; identifying and implement modern technologies while always considering the related investments (costs) and expected added value
- Problem solving IT/technology sourcing & procurement environment
- Change management and project management skills
- Interpersonal, communication, and presentation skills
- Organizational sensitivity
- Behavioral flexibility
- Innovative mindset

- Planning & organizing
- Decision making
- Analytical
- Reporting

Experience

- Ba/BSC & MBA
- Circa 7-10 years of relevant experience (less for exceptional candidates) in Procurement, Sourcing, Vendor Management, Contract Management
- At a minimum broad IT Category knowledge and or extensive depth of expertise in a commodity (SW: SAP, MSFT, Adobe, Oracle...publisher/s)
- Strong preference for previous experience in a Consulting environment or Delivery lead
- Experience in an international working environment (overseas work placement preferred)
- Minimum reporting into a CIO -2 or CPO -3 team member (exception for exceptional candidates)
- Managing a small team

Location & Travel

- Working location will be Gurgaon
- Relocation options provided
- Able to travel abroad for client / team meetings with opportunities for
- Opportunity for overseas assignments / secondments (primarily to Amsterdam)