



## VACANCY

REFERENCE NR	:	0926, 27, 29, 0930
JOB TITLE	:	Consultant: Client Contract Management X4
JOB LEVEL	:	D1
SALARY	:	R 368,767 - R 614,611
REPORT	:	Lead Consultant: Client Contract Management
DIVISION	:	Service Delivery Management
Department	:	Service Management
LOCATION	:	SITA Centurion
POSITION STATUS	:	Fixed Term Contract – 2 Years (Internal & External)

### Purpose of the job

Manage, execute service level agreement related projects / activities and to establish as well as monitor, measure, and maintain client contracts, in accordance with legislative requirements and best practises, to ensure that requirements are met.

### Key Responsibility Areas

Manage Implement, measure, monitor and improve the Client Contract management strategy, framework and standards to ensure alignment to SITA strategic objective and PSI;

Maintenance of contract between SITA and clients;

Develop, manage and facilitate the implementation of contracts to ensure cost, service and quality requirements are met;

Provide input in development of key long term customer contracts and ensure that all contracts are kept on record to achieve continuous improvements;

Ensure SITAs commercial service catalogue and services are offered with appropriate, competitive terms and conditions in line with the signed service level agreements and contracts in place;

Provide inputs to the financial implication, planning and monitor/control of the SLA finances so that the costing is within the approved Target; and

Manage and empower staff.

### Qualifications and Experience

**Minimum Qualifications:** Bachelor Degree or National Diploma in Business Management/ Information Technology or equivalent.

**Experience:** 5 -6 years working experience in the Service Level Agreements/ Business Agreement/client relationship management/ contract law and or project management, including:

- Experience as Specialist/ Manager in a corporate/public sector organisation .

## Technical Competencies Description

**Knowledge of:** Customer service management; Contract Management; Service Level Management; Account management; Government Information Management. Business Development; Information Technology management; ICT Services; Project Management methodology; Enterprise Project Management Officer; Project Management Lifecycle; Knowledge of IT, Government ICT procurement processes, PFMA, SITA Act and Regulations, Basic understanding of Contracts, Strategic Planning and ITIL knowledge.

**Skills:** Application of project management methodology; Customer Services Management; Financial management principles methodology; Government Business Reference Model; Strategy Formulation; Capacity Planning and Resource Management; Policy Review & Implementation; Business management ; People Management; Business writing; Report writing; Stakeholder Relationship management; Strategic Selling.

## Other Special Requirements

The incumbent is responsible for building and maintaining relationship amongst customers (SITA and clients).

## How to apply

Kindly send your CV to [Tshidi.recruitment@sita.co.za](mailto:Tshidi.recruitment@sita.co.za) stating the position applying for and the relevant reference number

**Closing Date: 30 April 2020**

## Disclaimer

SITA is Employment Equity employer and this position will be filled based on Employment Equity Plan. Correspondence will be limited to short listed candidates only.

- If you do not hear from us within two months of the closing date, please regard your application as unsuccessful.
- Applications received after the closing date will not be considered. Please clearly indicate the reference number of the position you are applying for.
- It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA).
- Only candidates who meet the requirements should apply.
- SITA reserves a right not to make an appointment.
- Appointment is subject to getting a positive security clearance, the signing of a balance score card contract, verification of the applicants documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV's from Recruitment Agencies will not be accepted