



## VACANCY

<b>REFERENCE NO</b>	:	<b>HODCA_04/2020</b>
<b>JOB TITLE</b>	:	<b>Head of Department: Customer Advocacy</b>
<b>JOB LEVEL</b>	:	<b>E2</b>
<b>SALARY</b>	:	<b>Negotiable</b>
<b>REPORTS TO</b>	:	<b>Exec: National Consulting</b>
<b>DIVISION</b>	:	<b>National Consulting</b>
<b>LOCATION</b>	:	<b>Erasmuskloof, Pretoria</b>
<b>POSITION STATUS</b>	:	<b>Fixed Term Contract – 5 years</b>

### Purpose of the job

To provide a consultative as well as strategic advisory service to SITA clients on all SITA offerings. To perform business development through research, problem statement articulation and solution design, improve customer satisfaction and promote customer advocacy, enhance long-term client relations and increase revenue in line with overall business/operating model of the organisation.

### Key Responsibility Areas

- Define a consulting approach and plans;
- Develop tactical plans and implement the National Consulting Service strategy, business plan;
- Provide advisory services on the improvement of service delivery to customers;
- Advise on the development and consolidation of the National Government and its ICT Department;
- Provide direction and leadership in the ICT Management and Operations on a National basis;
- Advise on the management of organisational resources and how to resolve customer issues and to identify root causes while balancing the financial realities and strategic goals of the company;
- Provide specialist advisory services to clients through preliminary research, problem statement definition, business case development regarding solution provisioning;
- Financial and business management; and
- Implement human capital management.

### Qualifications and Experience

#### Required Qualification:

Bachelor's Degree in Business Management or Information Technology or Computer Science, or Commerce and/or equivalent.

**Preferred Qualification:**

Postgraduate Qualification in Business Management and/or Information Technology or Computer Science, or Commerce (NQF level 9) will be an added advantage.

**Experience:**

8+ years' experience in consulting / leadership role within an IT environment, of which 4 years must have been spent as a Senior Manager in a Corporate/Public Sector IT organisation.

**Technical Competencies Description**

**Knowledge of:** Understanding of Government Industry; IT Products and Services; Knowledge and understanding of ICT technologies, legislation, policies and procedures; Knowledge of PFMA and procurement procedures in Government with strong financial management skills; Customer service; Stakeholder management; Project management; Strategic Selling; Presentation; Excellent understanding and experience of the digital industry; Expertise in contract negotiation procedures; Good analytical acumen with ability to manipulate, analyse and interpret; Vendor management skills; Strong collaboration skills to partner with other teams; Outstanding influence, and communication skills; Outstanding Risk management; Strategic policy formulation and implementation; Performance management and monitoring; Excellent Planning and organising

**Behavioural Competencies:** An energetic, forward-thinking and innovative individual with high ethical standards and professionalism; Assertive and able to take charge of a situation when appropriate with the ability to lead, motivate and influence others; Highly self-motivated individual with cooperative attitude and strong work ethic; Customer advocate and deliver an excellent service, maintaining high attention to delivery, cost and stability; Excellent influencing and reasoning skills; good at conflict resolution and consensus building; Good listening and observation skills, value of customer input; Results oriented, business focused, and successful at interfacing across multiple organizational units; Excellent people management

**How to apply**

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

**Closing Date: 23 April 2020**

**Disclaimer**

SITA is an Employment Equity employer and these positions will be filled based on Employment Equity Plan. Preference will be given to members of designated groups.

- 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 the right not to make an appointment;
- Appointment is subject to getting a positive security clearance, the signing of a contract of employment verification of the applicant's documents (Qualifications) and reference checking;
- Correspondence will be entered into with shortlisted candidates only;
- CV`s from Recruitment Agencies will not be accepted.