



VACANCY

REFERENCE NR	:	VAC05863
JOB TITLE	:	Lead Consultant: Client Relationship Management
JOB LEVEL	:	D3
SALARY	:	R 481,190 - R 801,983
REPORT	:	Senior Manager: Engagement Management
DIVISION	:	Client Service Management
Department	:	National Consulting
LOCATION	:	SITA Erasmukloof, Pretoria
POSITION STATUS	:	Permanent (Internal / External)

Purpose of the job

To establish and maintain long-term working relationships or partnerships between the organisation and selected suppliers / vendors in order to improve time-to-market and to safeguard capacity, quality, cost and continuity in the long term.

Key Responsibility Areas

- Implement, measure, monitor and improve the Client Contract management strategy, framework and standards to ensure alignment to SITA strategic objective and PSI;
- Ensure development and maintenance of client contract between SITA and suppliers;
- Maintain the implementation of contracts to ensure cost, service and quality requirements are met;
- Provide leadership in developing key long term supply contracts and also ensure that all contracts are kept on record to achieve continuous improvements;
- Ensure organization products 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 budgeting process and planning and monitor/control the budget so that the expenditure is within the approved Budget.

Qualifications and Experience

Minimum Qualifications: 3 year National Diploma/Bachelor Degree in Business Management/ Project Management or Information Technology/Computer Science.

Experience: 7 – 8 years working experience in the account management/ engagement management/ relationship management/ contract law and or project management, including.

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

Technical Competencies Description

Knowledge of: Customer service 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 ; rocurement processes, PFMA, SITA Act and Regulations, Basic understanding of Contracts, Strategic Planning and ITIL knowledge.

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

Other Special Requirements

The incumbent will be required to:

- Consult and interact with relevant Government Officials
- Government IT Governance structures, industry senior management and executives
- Participate and provide input in implementation of Customer related strategies, SITA Sales Methodology and Sales Process therefore must have strong sales and business management skills.

How to apply

Kindly send your CV to Tshidi.recruitment@sita.co.za stating the position applying for and the relevant reference number

Closing Date: 05 June 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