



VACANCY

REFERENCE NR	:	Lead_CRM_FTC_EC
JOB TITLE	:	Lead Consultant: Client Relationship Management
JOB LEVEL	:	D3
SALARY	:	R 422 042 – R 703 404
REPORT TO	:	Senior Manager: Engagement Management
DIVISION	:	Provincial and Local Consulting: Eastern Cape
Department	:	Provincial EC: Customer Service Management
LOCATION	:	Eastern Cape: Bhisho
POSITION STATUS	:	Fixed Term Contract – 12 Months (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;

New business Development, introduce new SITA offering with focus on Optional offering as opposed to mandatory offerings prescribed under SITA Act.

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; and

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: 3 years 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:

- **2 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 procurement 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; 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 ecrecruitment@sita.co.za

Closing Date: 15 June 2018

Disclaimer

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