



#### VACANCY

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|-----------------|---|---|
| REFERENCE NR    | : | Lead-CRM  |
| JOB TITLE       | : | Lead Consultant: Client Relationship Management |
| JOB LEVEL       | : | D3  |
| SALARY          | : | R 481,190 - R 801,983                           |
| REPORT          | : | Senior Manager: Engagement Management           |
| DIVISION        | : | PLC: Executive Provincial and Local Consulting  |
| Department      | : | Prov: KZN Provincial Management                 |
| LOCATION        | : | KZN, Pietermaritzburg                           |
| POSITION STATUS | : | Permanent (Internal & External)                 |

#### Purpose of the job

To establish and maintain long-term working relationships or partnerships between the organization 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; 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 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; CT 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 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 [Kznrecruitment@sita.co.za](mailto:Kznrecruitment@sita.co.za)

**Closing Date: 20 March 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