



**VACANCY
RE- ADVERTISEMENT**

REFERENCE NR	:	VAC02328
JOB TITLE	:	Senior Manager Cluster (SAPS)
JOB LEVEL	:	D4
SALARY	:	R 845 277 – R 1 267 915
REPORT TO	:	HOD: Customer Operations
DIVISION	:	National Consulting Services
DEPT	:	Customer Operations
LOCATION	:	Pretoria, Erasmuskloof
POSITION STATUS	:	Permanent (Internal /External)

Purpose of the job

To ensure the development, execution and continuous refinement of multi-channel customer relationship management through the development of cluster specific programmes, roadmaps and strategies focused on the loyalty and retention of SITAs customers within the cluster and achieving increased levels of customer satisfaction and ultimately revenue and profitability.

Key Responsibility Areas

- Manage and drive portfolio of customers in the assigned cluster to determine and assess existing customers' needs with the desired ICT requirements profile per cluster customer in order to provide effective solution approach to deliver within existing contractual constraints, policies and SITA commercial service catalogue;
- In collaboration with service owners, including senior management and key stakeholders, oversee the implementation of targeted digital products and solutions for each cluster customer;
- Build, manage and maintain strategic relationships with Government Departments including delivery partners (i.e. SITA service owners) to continuously sustain the SITA business;
- Perform analysis on cluster needs and requirements in collaboration with Business Development team and other internal and external key stakeholders;
- Perform SLA management, monitoring and review;
- Keep CRMs abreast of the latest industry developments and appropriate technologies for knowledge management to ensure innovation and improved productivity;
- Financial and business management; and
- Human Capital Management.

Qualifications and Experience

Minimum: Bachelor Degree in Information Technology OR Computer Science OR Bachelor Degree in Commerce OR Marketing OR Business Administration OR Economics / B. Tech (NQF Level – 7 or equivalent). SITA to identify and invest in Sales Certifications.

Experience: 8+ years professional experience in the engagement management/ relationship management and or project management at a senior management level of managing IT business inclusive of an experience as Manager in a corporate/public sector organisation. At least 4 years' experience in the industry or working in a leadership role in a similar industry with proven technical skills to develop ICT solutions.

Technical Competencies Description

Knowledge of: Customer service management; Government Information Management; Business Development; Information Technology management; ICT solutions and services; Project Management methodology; Enterprise Project Management; Project Management Life-cycle; Knowledge of IT, Government ICT procurement processes, PFMA, SITA Act and Regulations; Basic understanding of Contracts, Strategic Planning and ITIL knowledge; Strategic Selling. **Skills:** Business Development; Customer Relationship Management; IT Project Management; IT Service Management; Project/Programme Management; and IT Risk Management. **Leadership Competencies:** Customer Experience; Collaboration; Communicating and Influencing; Honesty, Integrity and Fairness; Creative Problem Solving; Managing People and Driving Performance; Decision-making; Responding to Change and Pressure; and Strategic Thinking. **Interpersonal/behavioural competencies:** Attention to Detail; Analytical thinking; Disciplined; Empathy; and Resilience.

Other Special Requirements

N/A

How to apply

Kindly forward your CV to: Puleng.recruitment@sita.co.za

Closing Date: 20 October 2021

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
- CV's sent to incorrect email address will not be considered