



VACANCY - 2105

REFERENCE NR	:	VAC01063/25
JOB TITLE	:	Cluster Advocate
JOB LEVEL	:	E1
SALARY	:	R 1 254 685 - R1 882 027
REPORT TO	:	HOD: Customer Advocacy
DIVISION	:	National and Regional Consulting
DEPARTMENT	:	Customer Advocacy
LOCATION	:	SITA Erasmuskloof
POSITION STATUS	:	Permanent (Internal & External)

Purpose of the job

To analyse cluster needs to improve service delivery, identify and create business opportunities that will not only lead to business growth, but also ensure collaboration and coordination among government clusters in the implementation of the government's program, priorities goals and goals. The role will also manage SITA's customer experience within the cluster by playing a cross-functional task enabling organizational resources to combine resources, structure, processes and technology to solve problematic customer service delivery problems and identify root causes while managing the company's financial realities and strategic objectives.

Key Responsibility Area

- Develop and manage cluster business plan to ensure the long-term development and retention of strategic customers within the cluster to ultimately lead to business growth.
- Collaborate with all functional areas to design, accelerate the enterprise-wide integration process and define the strategic basis for planning and implementation of identified opportunities within the cluster.
- Establish and direct the customer engagement process in order to demonstrate to them that their best interests are represented, effort is being invested, and progress is being made to resolve the identified problems, issues or unmet requirements.
- Conduct cluster strategic analysis get an overview of the functioning of the cluster.
- Establish a Customer Advocacy Escalation and communication process within the cluster.

Qualifications and Experience

Minimum: Bachelor's degree / National Diploma / BTech in Business Management OR Information Technology OR Computer Science, business administration, business analytics, management or a similar area.

Experience: 8+ years proven experience of managing ICT Service Delivery Management which should include: A combination of technical and business expertise; Business development experience; Experience in managing large ICT business accounts; Experience in people management, team management, project management; Experience in managing, monitoring and reviewing complex operational service delivery and a programme of ICT projects and developments. Experience in strategic/ business consulting and managing customer relationship will be an added advantage. The incumbent will be required to collaborate with relevant Government Officials, GITOC Bodies, Government Governance bodies, industry partners, standards generating bodies, accreditation and certification bodies at a senior management and executive level. The incumbent will be required to participate and provide input

in implementation of Customer related business strategies, SITA Sales Methodology and Sales Process. The incumbent is required to have own transport.

Technical Competencies Description

Knowledge of: Excellent stakeholder management; Strong sales and business management skills with the ability to develop value proposition for customers; Strong consulting skills; Excellent strategic analysis with the ability to analyse business practices, strategic objectives and goals; Excellent research, benchmarking and market analysis skills; Excellent facilitation and presentation skills; Excellent Project Management skills. Understanding of high-level ICT service issues and their possible impact on the government service delivery and citizens; Knowledge and understanding of government strategic objectives and priorities; Knowledge and understanding of the business operations, policies, processes and services; Knowledge and understanding of ICT technologies best practices, governance framework and how they can be applied to improve service delivery; Knowledge of PFMA and procurement procedures in government and sound knowledge of financial analysis; Risk & Issue management.

Other Special Requirements

N/A

How to apply

To apply please log onto the e-Government Portal: **www.eservices.gov.za** and follow the following process;

1. Register using your ID and personal information;
2. Use received one-time pin to complete the registration;
3. Log in using your username and password;
4. Click on "Employment & Labour";
5. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs;

Or, if candidate has registered on eservices portal, access www.eservices.gov.za, then follow the below steps:

1. Click on "Employment & Labour";
2. Click on "Recruitment Citizen"
3. Login using your username and password
4. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs

For queries/support contact egovsupport@sita.co.za OR call 080 1414 882

CV`s sent to the above email addresses will not be considered

Closing Date: 28 January 2025

Disclaimer

SITA is an Employment Equity employer and this position will be filled based on the Employment Equity Plan. Correspondence will be limited to shortlisted 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 the right not to make an appointment.
- The appointment is subject to getting a positive security clearance, the signing of a balance scorecard 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.