

The following vacancy exist within the South African Credit and Risk Reporting Association and interested candidates that meet the criteria below can forward their CVs to ansaj@sacrra.org.za before COB on 16 November 2018.

Job Profile

1. JOB DETAILS

Job Title	Stakeholder Manager	Salary	<i>Market related</i>
Unit	Stakeholder Management		
Line Manager	Head: Stakeholder Engagement		
Date last reviewed	April 2017		

2. OUTPUT PROFILE

2.1 Purpose

Responsible for the successful management of the relationships and credit and/or risk data of the assigned Stakeholder Portfolio within the Association.

The responsibility of the SHM is to successfully manage the relationships of the credit and/or risk data providers (members) including credit bureaus within their Stakeholder portfolio of the Association.

2.2 Reports

Direct Reports	None
Indirect Reports	None

2.3 Job Outputs

Key Performance Area	Performance Outputs	Performance Measures
Acquisition Management	<ul style="list-style-type: none"> Test members within the relevant SHM portfolios following acquisition. 	Successful take-on and sign-off from member on data submission.
	<ul style="list-style-type: none"> Engage and liaise with the member during the initial take-on phase and establish a relationship with the technical resources. 	Stakeholder feedback
	<ul style="list-style-type: none"> Test of Bureaus validation systems and reporting. 	Successful take-on and sign-off."
Data Management	<ul style="list-style-type: none"> Identify, monitor, manage and advise the member on solutions for any deficiencies in their data, within the SHM's assigned portfolio to optimise the quality of the submitted data, and ensure effective uploads by bureaus. 	According to SLAs and SOPs. Managed rejection rates, MDMs and QEs. Number of non-submissions.
	<ul style="list-style-type: none"> Utilise the Data Quick Measure tool, assess portfolios and identify data quality issues from the analysis and member implementation of the remedial actions to resolve issues. 	Competence on the Data Quick Measure tool. Issues resolved.
	<ul style="list-style-type: none"> Proactive fault-finding/monitoring, problem solving and propose solutions in conjunction with bureaus (includes file testing, bureau reports, data clean-ups, migrations and conversions and MDM alerts). 	Understanding of bureaus processes. Issues resolved.

2.3 Job Outputs		
Key Performance Area	Performance Outputs	Performance Measures
	<ul style="list-style-type: none"> Ensure effective rollout of DMA validation tool, and monitor member utilisation of the DMA. 	DMA reports sent by member to the SHM.
Member and non-member Management	<ul style="list-style-type: none"> Establish and maintain member relationships within the assigned portfolios and within the hierarchical structures for each data contributor. 	Portfolio Management strategy and plan. Stakeholder feedback.
	<ul style="list-style-type: none"> Implementation of member engagements per the portfolio management plan. 	Quarterly. Meeting minutes. According to Measurement Framework.
	<ul style="list-style-type: none"> Prepare and submit Member Profiling and Quarterly Reports. 	Quarterly. According to template. Defined actions.
	<ul style="list-style-type: none"> Ensure accurate and effective record keeping of the relevant assigned portfolio information. 	Master list accurately updated.
	<ul style="list-style-type: none"> Track and provide input into any data problems in using and promoting the Association's data format specifications and software tools. 	Stakeholder feedback. Number of issues logged and addressed on various platforms.
	<ul style="list-style-type: none"> Ensure retention of and value-add services and support to members. 	Stakeholder feedback. Contact reports and/or minutes of meetings.
	<ul style="list-style-type: none"> Manage relationships with the bureaus on an operational level to enhance value-add and reputation. 	Stakeholder feedback. Contact reports and/or minutes of meetings.
	<ul style="list-style-type: none"> Provide support to optimise participation in market surveys for purposes of member acquisition and overall membership satisfaction with SACRRA. 	Member retention and growth. Survey findings.
	<ul style="list-style-type: none"> Respond to enquiries and concerns by phone, electronically or in person. 	Queries effectively resolved.
	<ul style="list-style-type: none"> Maintain member profiles and relevant member company information. 	Accurate records.
Member Management (Unique to NLR SHM)	<ul style="list-style-type: none"> NLR Manco meeting coordination, compile, present and submit NLR project reports, including statistics. 	Project reports. According to timelines.
Project Participation	<ul style="list-style-type: none"> Engage, participate, implement and support various projects on an ongoing basis according to project deliverables. 	According to project scope and timelines.
	<ul style="list-style-type: none"> Perform administrative and reporting functions on various projects. 	According to project scope and timelines.
Governance and Compliance	<ul style="list-style-type: none"> Understand, identify and convey any changes to relevant legislation and industry standards and alert internally for governance review and/or amendments, if any. 	Identified changes have been communicated and practices in the member engagements were amended, where required.

2.3 Job Outputs		
Key Performance Area	Performance Outputs	Performance Measures
	<ul style="list-style-type: none"> Adhere to, and ensure compliance with Constitution, relevant policies, SOPs and contractual obligations. 	Clean Audit reports. No fines. Satisfied Regulators and Members.
	<ul style="list-style-type: none"> Review SOPs and make recommendations for updates. 	According to processes and procedures. At least twice a year or once a year as identified for each particular SOP.
	<ul style="list-style-type: none"> Project participation and delivery, where relevant. 	Stakeholder feedback
	<ul style="list-style-type: none"> Identify, evaluate and escalate to the Line Manager any risks within the assigned Portfolio and implement agreed measures to control these risks. 	Minimised risks. Effective remedial actions.
Stakeholder Management	<ul style="list-style-type: none"> Establish, maintain and deepen relationships with identified industry associations within respective portfolio. 	Prioritised identified stakeholder list. Progress to plan.
	<ul style="list-style-type: none"> Provide sound/factual support and input as required, within SACRRA's mandate. 	Stakeholder feedback. Input and/or feedback provided where SACRRA mission/strategy will be affected.
	<ul style="list-style-type: none"> Participate with the Stakeholder Management team in developing and implementing the vision and strategic plans of the Association. 	Active participation.
Innovation	<ul style="list-style-type: none"> Stay abreast on current trends, investigate and research industry trends within functional area to enhance SACRRA's service delivery and value proposition. 	Relevance of information and advice.
	<ul style="list-style-type: none"> Monitor and review industry best practice and relevant legislation and advise ED and Head: Data & IT of any relevant impact or change requirements relating to data layouts, systems and reporting processes. 	Relevance of information and advice.

3. REQUIREMENTS PROFILE

3.1 Qualifications

Type	Area	Importance
NQF Level 6 Diploma / Advance certificate	Relevant	Essential
NQF Level 7 3 year degree / Advanced diploma	Relevant	Advantageous

3.2 Professional Status

Accreditations	Not Applicable
Registrations	Not Applicable
Legal Appointments	Not Applicable
Memberships	Not Applicable

3.3 Experience			
Process/Place/Area	Involvement	Period	Importance
Credit and Risk industry	Operational	5 year(s)	Essential

3.4 Competencies	
Type	Description
Drivers Licenses	Code B;Motor vehicle licence
Computer Literacy	MS Office Advanced
	Qlikview Advantageous
Behavioural Competencies	Accountability
	Analytical Thinking
	Attention to detail
	Communication
	Conflict Management
	Consultation
	Coordination
	Customer/Member Service Orientation
	Disciplined
	Influencing
	Innovative and Creative
	Interpersonal and Relationship Building
	Leadership
	Multi-tasking
	Planning and Organising
	Proactive Problem Solving
	Resilience and Tenacity
Responsibility	
Self-motivated	
Stress tolerance	
Functional / Technical Competencies	Business Acumen
	Knowledge of applicable data management
	Knowledge of the credit and risk industries, including bureaus
	Craft messages for knowledge transfer and education of stakeholders
	Presentation skills
	Project Management
	Report writing
	Research
	Statistical Analysis
Understanding of applicable legislation	

Disclaimer

The preceding job description has been designed to indicate the general nature and level of work performed by employees. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.