

## THE COMPANY

Our client is a market leader in their industry and although they are an authentic Namibian firm, they have a global reach. They take pride in building trust in the Namibian society and in solving important problems for the business community across a diverse range of industries, overcoming complex situations and creating long term value. Their stated intent is to both create value for their clients and to bring competitive advantage to their activities by combining their international capabilities and local market knowledge with their extensive range of skills and industry expertise. Through their lasting relationships based on excellence, integrity and being forward-thinking, they deliver their spectrum of consulting services with confidence and humility. Our Client now seeks a dynamic professional who is able to offer a broad base of functional skills and aptitude, encompassing technical and leadership qualities to fill an interesting role that holds great promise for an aspiring professional.

# TEAM LEAD: SUPPORT SERVICES

## THE POSITION

You will be part of the service line team and report directly to the Partner: Advisory Services. In this role, you will work with and through the organisation service line to assist internally and externally, delivering various services and being part of a solutions chain. The goal is to provide support, expedite project implementation, craft and fortify cohesive communication and collaboration among various stakeholders and work to facilitate efficiency in the business unit. Serving as the thrust and as an extension of the Partner, you provide impetus to all project and client engagements. Your primary focus would be to propel work flow on a continuum by absorbing, contracting, drawing on resources, prioritising and consolidating critical project and stakeholder engagement information. You will facilitate execution, ensure that it is streamlined and service engagement terms are guaranteed. Being central to all role players in the service advisory chain, you serve as a conduit for all forms of communication and queries. The dual nature of this role, requires you to apply yourself in a multifaceted manner, exerting on the one hand, exceptional client engagement and collaborative skills and on the other, seasoned administrative and project management abilities. Naturally, you will be able to effortlessly support and administer multiple tasks and demands. Your role is pivotal in creating coherence in execution. The business focuses on quality and outcomes and demands undivided attention to the task at hand. The position requires a dynamic professional, possessing either inherent potential or seasoned experience to passionately express themselves in this role. You will be a self-motivated, goal and service orientated individual who appreciates that success is achieved through and by identifying with diverse talent and skills.

## KEY AREAS OF FOCUS:

- **Collaboration:** Understand the team composition to create maximum influence, identify the barriers to implementation to ensure team contributes cohesively. Enable a collaborative and user-focused space to allow for transfer of information and knowledge, work flow momentum, continuous improvement and timely delivery on service outputs.
- **Administration:** Gather, consolidate and interpret data (financial and other) relevant to specific projects and structure reports for the partner to take informed decisions. Formulate client (internal and external) reports and communications on behalf of the partner. Manage project progress as well as monitor and evaluate activities.
- **Compliance:** Understand the service delivery standards and compliance commitments and ensure that assurance on same is confirmed by all stakeholders during various phases of execution.
- **Coordination:** Coordinate support, information, communication and administration among all role players to assure the Partner of the delivery of contracted services within the specified scope, lead time and set standard.
- **Client engagement:** Engage and interact with internal and external stakeholders, using diverse social platforms and means of communication. Encourage clients to share information, experiences for them to identify with the business and the brand as well as to focus service actions and delivery. Create a constant presence, engage, understand and respond to evolving needs, intercept situations and offer solutions and support.
- **Reporting:** Assist the line of service leader with preparation of quarterly reports and summarised detailed reports to managers.
- **Project management:** Support several related projects secured by the business cost unit, ensure performance on each of these projects, support project level activity, offer solutions and decision making, serve as a sounding board, provide information and insights, governance, alignment and integration. More importantly, establish integration of various data, information and communications of the various participants. Clearly communicate on an ongoing basis any improvements that must be assimilated.
- **Monitoring and Evaluation:** Continuously monitoring and provide feedback to enhance communication, decision making, inform priorities and higher quality of service delivery to the end user. Mitigate risk of non-compliance and underperformance.

## THE PERSON

### Minimum requirements:

- Ideally a degree in finance or related field from a recognised tertiary institution.
- At least 5 years' experience in a corporate environment.
- Project management and experience in an accounting/finance environment would be an advantage.
- Ability to draw financial data, manipulate and present results through reports.
- Must be proactive, able to meet deadlines and perform under pressure, with tact and diplomacy.
- Proficient in MS Word, PowerPoint and Excel.

### COMPETENCY REQUIREMENTS:

- Able to properly articulate, arrange and prioritise work schedules so as to meet the demands of the role.
- Detail-oriented and can follow through on initiatives started.
- Exceptional communication and listening skills.
- Dynamic and can work independently with minimal supervision.
- Assertive and setting healthy boundaries.
- Results driven with a demonstrated ability to effectively work in a diverse team.
- Flexible and adaptable in given situations.
- Collaborative and provide timely feedback.
- Good comprehension and presentation skills.
- Discretion ability in working with confidential management information.
- Excellent organisational skills and the ability to multi-task.

## INTERESTED?

Our client offers an attractive package commensurate with qualifications and experience. The closing date is **16 July 2018** and suitably qualified Namibian individuals are encouraged to apply. We request that you e-mail your CV to [admin8@potentia.com.na](mailto:admin8@potentia.com.na) for the attention of Mr Cameron Kali. If you have not received an acknowledgement of your application within 2 working days, please contact us on 061 381 000. **Kindly be advised that all applications will be handled exclusively by Potentia and all selected candidates will be required to undertake an assessment test. Only electronic CV's will be accepted.**



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