

<b>Job Title</b>	Management Trainee - Business Relationship Management
<b>Directorate</b>	e-Government Services
<b>Department</b>	Business Relationship Management
<b>Reporting to</b>	Manager Business Relationships
<b>Salary Grade</b>	N7
<b>Jobs that report to this role</b>	N/A
<b>Job Purpose</b>	
To provide support with BRM data analysis, reporting, and tracking of action items arising from BRM activities.	
<b>Key Accountabilities</b>	
<ul style="list-style-type: none"> <li>• Ensure timely logging of Stakeholder engagements;</li> <li>• Analyse data consolidated from stakeholder engagements and submit appropriate recommendations to Management for consideration;</li> <li>• Follow-up on escalations from Clients;</li> <li>• Log requests arising from stakeholder engagements with the Service desk and follow-up for closure;</li> <li>• Identify and escalate situations requiring urgent attention;</li> <li>• Prepare weekly, quarterly, and annual BRM reports;</li> <li>• Improve and promote usage of the BRM tool;</li> <li>• Pass on any feedback or suggestions by customers to the appropriate internal team;</li> </ul>	
<b>Position Requirements</b>	
Education	
<ul style="list-style-type: none"> <li>• Bachelor's degree in Information Technology or a relevant field. Applicants should have graduated have graduated recently.</li> </ul>	
Experience	
<ul style="list-style-type: none"> <li>• Experience in Data analysis, data visualization and report writing, relationship management, and data analysis tools such as Power BI.</li> </ul>	

## Technical Expertise

- Analytical and problem-solving.
- Communication and listening skills/ability to collaborate with stakeholders
- Capacity to establish credibility, trust, and partnership;
- Analytical and problem-solving skills;
- Excellent interpersonal and communication skills;
- Excellent report writing skills.