

Job Profile

Private & Confidential

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**Relationship/ Key Account Mgr BDO/
, Thomas International**

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JOB DESCRIPTION

The results of the completed job profile suggest that the competences required by the jobholder should include the ability to:

- Meet people with ease and motivate them to seek opportunities and achieve high standards.
- Remain confident when dealing with negative situations, convince others to have ideas and create new options, as well as encouraging and enthusing them to come up with imaginative solutions to difficult problems.
- Provide optimum levels of leadership, if required, encouragement, training and support in order to help others achieve their results and meet their budgets.
- Create a network of contacts across various disciplines that provide advice on what resources are available both within or outside the organisation.
- Apply a systematic and logical approach in order to get things right.
- Use researched factual information when solving problems and apply logic when handling conflict.
- Provide a high level of internal or external customer satisfaction within a specific area of expertise.
- Work persistently when gathering information and seeking solutions to problems.
- Be non-confrontational when handling or involved in conflict situations and in order to achieve agreed and acceptable standards and timescales adopt a passive and non-demanding working ethic.

The Job Profile indicates that the person fulfilling this role should have the ability to absorb and impart information to others on a factual basis within a specialist/technical area of expertise. Situations involving people and the maintaining of goodwill are also important to the function. The incumbent should have persistence, be thorough, systematic and precise and have an innate need to get things right. Ideally the person in this position should have the ability to adhere to rules, procedure and detail whilst maintaining quality and ensuring standards are met. Diplomacy and working within clearly defined parameters, in a predictable climate are other aspects which may be involved in the job.

Please bear in mind that the full analysis and points to review should be taken into consideration when comparing a person's profile with a Job Profile. Equally, biographical data should also be evaluated.

INTERVIEWER'S GUIDE - JOB DESCRIPTION

Relationship/ Key Account Mgr BDO

The following statements are applicable to the Job Profile which has been established for the position of Relationship/ Key Account Mgr BDO.

If you are in agreement with the majority of these statements, then the Job Profile which has been created for this position is likely to be a reliable and relevant representation of the actual job requirements.

Influence (High I)

- Social activities and community responsibilities external to the organisation will sometimes be required of the successful candidate.
- Optimally, the position will be filled with someone who possesses a confident and poised approach.
- Candidates who exude natural self-confidence will be actively sought after.
- The ability to make favourable impressions on others will be an important attribute.
- Gaining the enthusiastic commitment of others is an important component of this job.

Compliance (High C)

- Diplomacy and compliance with policy and procedures are several of the characteristics which could be critical for success in this position.
- It may be important that incumbents subscribe to strict standards of quality and accuracy.
- It is likely that adherence to systems and procedures could be called for in those people occupying this post.
- Being unconventional and self-opinionated would, in most cases, not be characteristics sought after in short-listed candidates.
- Being methodical and precise could constitute prime requirements for success in this job.

Steadiness (High S)

- Sincere concern for others and the ability to work comfortably, yet productively, within a team or work-group, will favour applicants for this post.
- The job may, regularly, require the ability to regularly finish assignments and take tasks through to their logical conclusion.
- Structure, persistence and stability may often be seen as important components of this job.
- This position, with few exceptions, will provide an environment characterised by security, stability and specialisation.
- This job will usually be filled by people who are outwardly calm and controlled even under the most trying circumstances
- Good day-to-day planning capabilities will often secure an advantage for most applicants.

Dominance (Low D)

- Someone who is direct and aggressive is unlikely to relate favourably to the more conservative requirements of this post.
- This role will attract people who are not egocentric and continually striving to assume control.
- Incumbents will relate positively to a firm and fair leader and will seldom compete for self-indulgent supremacy.
- Those people who have the ability to work in a participative and unobtrusive manner, for the benefit of the team or organisation as a whole, should find job satisfaction in this position.
- Competitive interpersonal rivalry and the need to take control will seldom be a requirement in this role.

D I^{Job} S C

