

Position Description

Vacancy Title: **General Manager – Service Delivery**

Location: **Suva**

Reports To: **None**

Objective

The General Manager, Service Delivery led the Services Division as a standalone business unit with full accountability for operational, commercial, financial, people, and client delivery outcomes. The role strengthened managed services, professional services, and support functions, delivered service growth, improved delivery discipline, protected margins, lifted client confidence, and reported directly to the Chief Executive Officer.

Outcomes

Organisational Stakeholders

1. Services Division Financial Performance Delivered

- Full Services Division P&L accountability was delivered across revenue, gross margin, cost of delivery, and operating contribution.
- Revenue performance was tracked against agreed targets, with variances identified and corrective action completed.
- Margin performance was strengthened through tighter pricing discipline, delivery cost control, resource planning, and improved job profitability.
- Service cost drivers were reviewed and managed, including labour utilisation, subcontractor cost, warranty exposure, rework, tools, travel, and support overheads.
- Monthly financial reporting was delivered to the CEO with clear commentary on performance, risks, margin pressure, and agreed recovery actions.
- Services financial data was improved to support better decision-making, forecasting, pricing, and investment planning.

2. Service Delivery Operations Strengthened

- Operational leadership across managed services, professional services, and support functions was delivered with clearer ownership, workflow discipline, and delivery standards.
- Service delivery processes were improved across job intake, scheduling, dispatch, implementation, support, escalation, closure, and client follow-up.
- ITIL or equivalent service management practices were applied to improve consistency, response discipline, issue resolution, and service reliability.
- Delivery bottlenecks were identified and addressed through better planning, resource allocation, escalation management, and performance tracking.
- Internal delivery routines were established, including service reviews, operational dashboards, backlog checks, escalation reviews, and quality checks.
- Service delivery performance improved through stronger coordination between technical resources, sales, procurement, finance, and client-facing staff.

3. Client Delivery Governance and Retention Improved

- Client delivery governance was strengthened across service level agreements, escalation management, quality assurance, reporting, and retention actions.
- SLA performance was monitored and reported, with service breaches reviewed and corrective action completed.
- Escalation pathways were clarified and applied to ensure client issues were resolved with speed, ownership, and professionalism.
- Quality assurance checks were completed across service delivery outputs to reduce rework, improve client confidence, and protect Bondwell's reputation.
- Client retention actions were delivered through proactive service reviews, issue tracking, relationship management, and early identification of dissatisfaction.
- Enterprise and government client delivery expectations were managed with stronger structure, clearer communication, and improved accountability.

4. People Leadership and Accountability Embedded

- A technical delivery workforce of 15 to 30 plus staff was led, developed, and held accountable for performance, conduct, productivity, and service outcomes.
- Staff capability was strengthened through coaching, role clarity, skills planning, performance feedback, and targeted development.
- Performance standards were enforced with fairness, consistency, integrity, and professionalism.
- Underperformance, poor discipline, and service quality issues were addressed promptly through clear expectations and documented action.
- Staff utilisation, workload balance, attendance, responsiveness, and productivity were monitored and improved.
- A culture of ownership, client focus, technical discipline, and delivery accountability was embedded across the Services Division.

5. Commercial Alignment and Go-to-Market Execution Improved

- Commercial collaboration with the Head of Enterprise Sales was delivered across pipeline review, client solution design, scoping, pricing, and margin management.
- Service proposals were strengthened through better costing, delivery feasibility checks, resource planning, and risk assessment.
- Pricing models were reviewed and applied to protect margin while supporting competitive and commercially sound client offers.
- Sales and delivery handover processes were improved to reduce scope gaps, delivery disputes, and margin leakage.
- Commercial risks were identified before commitment, including under-scoping, unrealistic timelines, resource gaps, client readiness, and hidden delivery cost.
- Services input into market opportunities improved Bondwell's shift from product resale toward solutions and services-led growth.

- The establishment of the Services Division as a standalone business unit was advanced through clearer structure, governance, accountability, and performance measures.
- The transition from product-led technology sales to solutions and services-led delivery was supported through operational discipline and client delivery credibility.
- Service capability gaps were identified and addressed to support growth in managed services, professional services, and support.
- Improved operating rhythms were embedded to support scalable delivery, stronger reporting, and better cross-functional coordination.
- Practical improvement initiatives were delivered to lift service quality, reduce delivery friction, and strengthen commercial performance.
- The Services Division's role in Bondwell's strategic transformation was strengthened through disciplined execution and direct CEO reporting.

Responsibilities - Key Competencies

Competence Description

Business

Business Performance	Manage the performance of the organisation.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Resource Management	Deliver results through the efficient and effective allocation and use of supplies , equipment and people.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Communication	Exchange information through verbal communication

Customer

Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Commercial Focus	Optimize the commercial viability of the organisation.
Quality Focus	Deliver quality.

People

Leadership	Utilise a leadership position to influence people and events and to increase performance.
Problem Solving	Develop practical solutions to a situation.
Negotiation	Reach agreement through discussion and compromise.
Innovation	Use original and creative thinking to make improvements and/or develop and initiate new approaches.
Self-Management	Manage your priorities and objectives efficiently and effectively

Professional

Financial Application	Apply financial principles and practices.
Technology Application	Apply technology.

Qualifications

Qualification	Discipline	Notes
Preferred		
Higher Degree incl. Post Grad Cert or Dip	Business and Management, Engineering	Tertiary qualification in Information Technology, Business, Engineering, Management, or a related field.

Work Knowledge and Experience

8 to 15 years' experience in IT services, managed services, technology delivery, systems integration, or ICT solutions environments.

Proven experience owning and operating a services P&L, including revenue, margin, cost of delivery, forecasting, and commercial reporting.

Demonstrated experience leading technical delivery staff of 15 or more, with clear accountability for performance, discipline, service quality, and client outcomes.

Strong financial literacy, with experience building, reviewing, and improving services P&L performance.

Strong operational discipline, with working knowledge of ITIL or equivalent service delivery frameworks.

Proven experience managing SLAs, escalations, quality assurance, service reporting, and client retention.

Commercial capability across service scoping, pricing models, margin protection, pipeline review, and delivery feasibility.

Experience working with enterprise, SME, retail, or government clients in a technology services environment.

Preferred: • Background in a managed services provider, systems integrator, ICT solutions company, or enterprise technology services business. • Experience working across Fiji, Australia, New Zealand, India, Southeast Asia, the Pacific, or other emerging markets. • Experience supporting business transformation from product resale toward solutions and services-led growth.

Requirements

Regulatory Compliance Requirements

English language proficiency suitable for executive reporting and frontline communication.. No professional memberships specified.. No regulatory licenses specified.. Ability to relocate to Suva, Fiji (relocation package available).. Availability for vide

Other Required Statements

No other required statements found.

Interactions

Type	Interaction	Comments
Internal		
	All employees	
	Chief Executive Officer	
External		
	Technology Vendors and Partners	
	Professional Services Clients	• Oversaw project-based delivery, implementation quality, scope control, resource planning, and client sign-off. • Reduced delivery risk through clearer planning and governance. - External Contractors and Specialist Providers • Managed external technical support, subcontracted work, and specialist delivery input where required. • Ensured external providers met Bondwell's service standards, timelines, and client commitments.
	Enterprise clients Government clients SME clients Retail clients Managed services clients Professional services clients Technology vendors and partners Subcontractors and specialist service providers Warranty and product support partners Systems	

Attributes

Behavioural Styles

Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.
Resilient	Cope positively with stress and catastrophe. Bounces back from setbacks, mistakes or misfortunes.

Interpersonal Styles

Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Self-sufficient and assured	Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities.

Thinking Styles

Challenger	Queries, tests information/beliefs and provokes thought.
Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
Initiative	Takes action and makes decisions without the help or advice of other people.

How To Apply

Contact for Enquiries

Contact Name: Elizabeth Cama

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Closing Date: 16 Aug 2026