
Position Description

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

Location:

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 financial 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 actions completed.
 - Margin performance was strengthened through tighter pricing discipline, improved delivery cost control and better job profitability.
 - Service cost drivers were reviewed and managed, including labour use, contractor costs, 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 recovery actions.
 - Financial data was improved to support better decisions on forecasting, pricing, resourcing and investment planning.
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2. Service Delivery Operations Strengthened

- Operational leadership across managed services, professional services and support functions was strengthened with clearer ownership and delivery standards.
 - Service delivery workflows were improved across job intake, scheduling, dispatch, implementation, support, escalation, closure and client follow-up.
 - ITIL-aligned service management practices were applied to improve consistency, response discipline, issue resolution and service reliability.
 - Delivery bottlenecks were identified and addressed through improved planning, resource allocation, escalation control and performance tracking.
 - Service routines were established, including service reviews, operational dashboards, backlog checks, escalation reviews and quality checks.
 - Service delivery performance improved through stronger coordination across technical, sales, procurement, finance and client-facing functions.
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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 actions 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 outputs to reduce rework, improve client confidence and protect the organisation's reputation.
 - Client retention actions were delivered through proactive service reviews, issue tracking, relationship management and early identification of dissatisfaction.
 - Enterprise and government client expectations were managed with stronger structure, clearer communication and improved accountability.
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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 reinforced with fairness, consistency, integrity and professionalism.
 - Underperformance, conduct concerns and service quality issues were addressed promptly through clear expectations and documented actions.
 - Staff use, 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.
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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 costs.
 - Services input into market opportunities supported the organisation's shift from product resale toward solutions and services-led growth.
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6. Strategic Transformation of the Services Division Advanced

- The Services Division was advanced as a standalone business unit 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.
- 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 the organisation'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' relevant experience in IT services, managed services, technology delivery, systems integration or ICT solutions environments.
- Experience managing a services profit and loss portfolio, including revenue, margin, delivery cost, forecasting and commercial reporting.
- Experience leading technical delivery staff of 15 or more, with accountability for performance, discipline, service quality and client outcomes.
- Sound financial literacy, with experience reviewing, improving and reporting on services profit and loss performance.
- Practical knowledge of ITIL or equivalent service delivery frameworks, with clear operational discipline.
- Commercial experience across service scoping, pricing, margin protection, pipeline review and delivery feasibility.
- Experience working with enterprise, SME, retail or government clients in a technology services environment.

Requirements

Other Required Statements

No other required statements found.

Interactions

Type	Interaction	Comments
Internal		
	Chief Executive Officer	
	All employees	
External		
	Business partners	
	Consultants	
	Suppliers	
	Corporate clients	

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

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Contact for Enquiries

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Closing Date: 02 Aug 2026