
Position Description

Vacancy Title: **Site Lead v (1.00) [Suva]**

Location: **Suva**

Reports To: **None**

Objective

The Site Lead is responsible for the overall leadership, performance, and strategic direction of the company's site operations. This role ensures operational excellence, financial performance, employee engagement, and client satisfaction while fostering a high-performing culture. The Site Director/VP partners closely with executive leadership and cross-functional teams to drive business growth, operational efficiency, workforce capability, and continuous improvement initiatives. The ideal candidate is an experienced operations leader with a proven track record of managing large-scale teams, delivering business results, and leading organizational transformation in a fast-paced BPO, Shared Services, or multinational environment.

Outcomes

Capital Stakeholders (Owners)

1. Site Leadership & Strategy

- Lead the overall operations and strategic direction of the site.
- Develop and execute site strategies aligned with business objectives.
- Represent the site in leadership discussions with regional and global stakeholders.
- Foster a culture of accountability, collaboration, innovation, and continuous improvement.
- Drive organizational change and transformation initiatives.

2. Financial & Commercial Management

- Own the site's financial performance, including budgeting, cost management, and profitability.
- Optimize resource utilization while maintaining service quality.
- Support business growth initiatives and client business reviews.
- Drive productivity and cost optimization initiatives.

3. Client & Stakeholder Management

- Build strong relationships with clients and executive stakeholders.
- Act as executive escalation point for critical operational issues.
- Lead governance meetings and Quarterly Business Reviews.
- Ensure high levels of client satisfaction.

Organisational Stakeholders

1. Operational Excellence

- Ensure achievement of operational KPIs, SLAs, quality, productivity, and customer satisfaction targets for programs operational in the assigned site.
- Monitor site performance and implement action plans.
- Identify opportunities to improve efficiency, scalability, and service delivery.
- Lead business continuity planning and operational risk management.

2. Governance, Compliance & Risk

- Ensure compliance with company policies, regulations, and client requirements.
- Oversee information security, data privacy, and workplace safety.
- Lead governance, audit, and compliance initiatives.

3. Continuous Improvement

- Champion Lean, Six Sigma, automation, AI, and digital transformation where needed to further drive operational and performance efficiency.
- Promote data-driven decision making.
- Drive innovation to improve efficiency and employee experience.

Product's Stakeholders

1. People Leadership

- Lead, coach, and develop senior leaders.
- Build succession pipelines and leadership capability.
- Champion employee engagement and talent development.
- Promote a culture of accountability and performance.

Responsibilities - Key Competencies

Competence

Description

Business

Change Management Implement and manage changing situations resulting from a change in strategic/business.

Qualifications

Qualification

Discipline

Notes

Desirable

Masters Degree Accounting and Finance

Desirable

Higher Degree incl. Post Grad Cert or Dip Business Management or Business Administration or related fields

Work Knowledge and Experience

Qualifications • Bachelor's degree in Business Administration, Management, Engineering, Information Technology, or a related discipline. • MBA or postgraduate qualification is an advantage. • 12–15 years of leadership experience within a BPO, Shared Services, GCC, Contact Center, or multinational environment. • At least 2-3 years in a senior leadership role overseeing an entire site in a similar capacity as Site Lead/Director • Experience managing organizations of 500–2000+ employees. • Strong financial acumen with P&L and budgeting experience. • Proven change management and transformation leadership. • Excellent executive stakeholder management and communication skills. Preferred Experience • Multi-functional operations leadership. • Exposure to global or regional leadership teams. • Experience supporting enterprise or Fortune 500 clients. • Lean Six Sigma certification is an advantage. • Experience leading automation or AI initiatives.

Requirements

Language Proficiency

Excellent command of English

Other Required Statements

No other required statements found.

Interactions

Type	Interaction	Comments
No interactions found.		

Attributes

Behavioural Styles

Accepting/compliant Shows a willingness to go along with things and a compliance with expectations.
 Detail oriented Attends to the small elements of a task/activity, ensuring completeness and accuracy.
 Integrity Adherence to moral and ethical principles; soundness of moral character; honesty.
 Resilient Cope positively with stress and catastrophe. Bounces back from setbacks, mistakes or misfortunes.

Interpersonal Styles

Empathic Has the ability to understand somebody else's feelings or difficulties.
 Extrovert Outgoing and showing interest in events going on around them, particularly people, new experiences and changing situations.
 Perceptive Shows keen insight and understanding of issues or situations.
 Trusting Places confidence in others without misgivings, relying on their ability, character, and truthfulness.

Thinking Styles

Abstract/conceptual thinker Creates abstract or generic ideas generalised from particular instances.
 Decisive Reaches conclusions, promptly and firmly.
 Initiative Takes action and makes decisions without the help or advice of other people.
 Well organised Controls tasks in a well thought out and critical manner.

How To Apply

For more details and to apply for the vacancy, scan the QR Code or refer to the link.

Contact for Enquiries

Contact Name: Mavnish Kumar

Contact Email: Mavnish.Kumar@centrecom.com.fj

Further Contact Information: --

Closing Date: 21 Aug 2026