

# Position Description

Role Overview	
Position Title:	Head of Solution Delivery
Reports To:	Chief Technology Officer
Location:	Christchurch
Date:	August 2021

## Why Enable?

As a locally owned business, we aim to reflect the wider diverse community that we serve. At Enable, inclusion and diversity are at the centre of what we do, and one of our four core values is to ‘Show the Love’. It determines the way we think, who we employ and how we work together and with our community. We encourage our people to bring their authentic selves to work, creating a safe, inclusive and innovative environment for our people and our customers.

Enable would be nothing without the passion our people have for the work we do. We believe in empowering our team and giving them the tools, they need to ‘Smash Boundaries’ and create new outcomes that delight our customers. So, why would you want to become an Enable person? We’re working on some great initiatives for our community, but we also look after our people too.

Enable is a living wage employer and offers a benefits package including a fibre broadband allowance, wellbeing and sustainability allowance and an extra day off per year to attend volunteer days, for your birthday or just to relax! We believe our people do their best work where, when and how it suits them, so our flexible working arrangements are as flexible as they can get.

Alongside our owners, the Christchurch City Council, we are committed to being net carbon neutral in our operations by 2030. We also want to operate our business in a sustainable way so future generations can continue to thrive. Our office is rated a green star 5 and we’re investing in smarter tools and systems to reduce our waste and resource consumption.

We enjoy every moment that we spend ‘**Connecting our Community with Unlimited Opportunity**’.

Enable Fibre broadband allows people to connect like never before, and here at Enable we don’t just believe in connecting people with the world online – we believe in connecting with the people of our community. We are committed to helping make Christchurch a better place for our community to connect, live, work and do business. We strive to be customer-led, understanding the unique needs of our customers and wider community, ‘keeping it simple and fresh’, and working together to deliver experiences that delight, and build trust – after all, here at Enable we ‘own the experience’.



**Purpose of this Role**

As the Head of Solution Delivery, you will support the Chief Technology Officer by holding the responsibility and accountability for the delivery of ICT solution outcomes into the Enable organisation integrated with our B2B partners. The role will ensure a loosely coupled agile solution that provides high levels of automation and drives excellent customer experience and deliver Platforms and Business Processes outcomes in accordance with Enable’s Strategy and Business plan.

Fundamental aspects of this role are a significant background in leading and delivering agile OSS/BSS solutions into a telecommunications operator environment and exceptional people leadership in an ICT setting. This must be coupled with the ability to ensure successful change management and collaboration within its direct team of Operational Improvement and Business Process change, Platform Development, Integration and between the team as a whole and whole of the Enable business. Strong delivery (outcome) management track record is also fundamental as is sufficient domain knowledge of ICT delivery, Agile development, CICD pipelines in complex on prem, private cloud and cloud integrated platforms.

Key Relationships		
<b>Within Enable:</b>	<ul style="list-style-type: none"> <li>→ Chief Technology Officer</li> <li>→ Chief Executive Officer</li> <li>→ Chief Operations Officer</li> <li>→ Chief Commercial Officer</li> <li>→ Peer Leadership Group</li> </ul>	
<b>Major External Contacts:</b>	<ul style="list-style-type: none"> <li>→ Enable suppliers.</li> <li>→ Retail service providers</li> <li>→ ICT platform vendors</li> <li>→ External ICT Consultancy Companies</li> <li>→ External stakeholders</li> </ul>	
Key Dimensions of Role		
<b>Number of Reports:</b>	<ul style="list-style-type: none"> <li>→ 3 Direct Reports                             <ul style="list-style-type: none"> <li>○ Integration and Development Manager</li> <li>○ Test Lead</li> <li>○ Solutions Delivery Project Manager</li> </ul> </li> </ul>	
<b>Expenditure Authority:</b>	→ As delegated by the CTO	
<b>Other: (e.g. Sales Revenue / Margin Target / Volume Indicators etc.)</b>	→ Delivery of Telecommunications ICT OSS/BSS solutions and integrations and their maintenance as they relate to ordering, fulfilment, network provisioning, network assurance and integrations to third party workforce and OSS/BSS systems.	
Decision Making Authority		
<b>Decisions Expected:</b>	→ All decisions required to deliver ICT outcomes to business plan within time and budget and Employee Engagement targets.	
<b>Recommendations Expected:</b>	→ In collaboration with the Head of Network and Enterprise/Solutions Architect all ICT procurement solution delivery plans and maintenance plans.	
Key Responsibilities		
Business Outcome:	Key Responsibilities:	KPI:
<b>Leadership of the Team</b>	<ul style="list-style-type: none"> <li>→ Create a performance and collaborative focused culture through personal leadership, teamwork and the development of individual accountability.</li> <li>→ Ensure appropriate people development is in place and active to support growth</li> </ul>	<ul style="list-style-type: none"> <li>→ Actively demonstrates the behavior’s that support Enable values and leadership competencies.</li> <li>→ Demonstrates assistive leadership styles in</li> </ul>

	<p>and development of employees and where employee input is encouraged, and differences are resolved constructively in the process.</p> <ul style="list-style-type: none"> <li>→ Manage the capabilities of the team to achieve success.</li> <li>→ Ensure high morale and a can-do attitude is maintained in the team with strong retention of key team members.</li> <li>→ Encourage and support continuous improvement initiatives across the team.</li> <li>→ Take ownership and accountability of the team’s delivery of outcomes.</li> <li>→ Drive agility of delivery with the right degree of process control to achieve outcomes whilst not overcomplicating and slowing delivery.</li> </ul>	<p>preference to command and control.</p> <ul style="list-style-type: none"> <li>→ Works collaboratively and supports the team and Enable to achieve stakeholder required outcomes.</li> <li>→ Advocacy for a strong internal and external customer delivery outcome.</li> <li>→ Employee Promoter Score Improvements.</li> <li>→ Ensures the team are co-ordinated and aligned and delivering to Enables expectations.</li> </ul>
<b>Planning</b>	<ul style="list-style-type: none"> <li>→ Facilitate yearly business planning in maintaining and refining the forward delivery roadmap and its associated financials and staffing and contractor requirements.</li> <li>→ Maintain full best practice project management across all initiatives interlocked with all in Enable involved in the projects.</li> </ul>	<ul style="list-style-type: none"> <li>→ Clear detailed activity and financial planning.</li> <li>→ Ensure the project management of instantiates follows best practice and enables governance process.</li> </ul>
<b>Delivery</b>	<ul style="list-style-type: none"> <li>→ Maintain clear collaborative delivery engagement with peers across Enable in all areas of the business.</li> <li>→ To ensure the needs of stakeholders are listened-to, considered and responded-to in a manner that supports collaborative consensus.</li> <li>→ Ensure interlock of delivery to operational and marketing drivers.</li> <li>→ Maintain effective agile delivery processes.</li> <li>→ Maintain effective position of delivery progress with advised solutions to evolving delivery challenges if when they eventuate</li> </ul>	<ul style="list-style-type: none"> <li>→ Clear management of scope and the definition of “Done”</li> <li>→ Clear articulation of value chain and management of the delivery steps to achieve that value.</li> <li>→ The appropriate engagement of consultancy as required to accelerate areas of skills, experience or process deficiency.</li> <li>→ Organizational consensus n delivery objectives and outcomes.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>→ Stakeholders are continually kept abreast of the delivery of capability with no surprises.</li> <li>→ Resolves any matters of project disagreement at a project level and communicates a single positive drive to the team on agreed directions.</li> <li>→ Provides high level communication of project progress to transformation project steering committees and CTO.</li> <li>→ Facilitates the CTO in production of information correctly positioned for consumption of the Board.</li> </ul>	<ul style="list-style-type: none"> <li>→ Transparency of communications</li> <li>→ Effective communication across Enable.</li> <li>→ Evidence of receptiveness and appropriate knowledge level across the organisation of project delivery and its impact to processes.</li> <li>→ Effective management of third parties interlocked into any delivery plans.</li> </ul>

<p><b>Business Case Development and Benefits Realisation Management</b></p>	<ul style="list-style-type: none"> <li>→ Serves as primary business relationship manager, communicating status of key projects within the portfolio to all stakeholders</li> <li>→ Assists business sponsors with the creation of business cases and benefits realisation definitions and tracking delivery of those benefits.</li> </ul>	<ul style="list-style-type: none"> <li>→ Establishment of Business Cases</li> <li>→ Establishment and tracking of benefits with formal benefits realisation.</li> </ul>
<p><b>Financial Management</b></p>	<ul style="list-style-type: none"> <li>→ Establish accurate project budgets.</li> <li>→ Maintain accurate financial forecasting of expenditure</li> <li>→ To ensure solutions delivery remains within budget.</li> <li>→ To make effective recommendations on balancing time cost risk to achieve optimum value of delivery.</li> </ul>	<ul style="list-style-type: none"> <li>→ Delivery Roadmap developed and maintained</li> <li>→ Financial plans established and managed</li> <li>→ Establishment, Management and Disestablishment of projects.</li> <li>→ Unified and successful alignment in delivery of cross Enable activities orchestrated to deliver the business initiatives, system, process, knowledge etc.</li> <li>→ Regular performance reporting (best practise)</li> </ul>
<p><b>Technical Leadership</b></p>	<ul style="list-style-type: none"> <li>→ Provide in addition to delivery leadership technical leadership to the team by applying a deep experience in managing ICT delivery of Telecommunications OSS/BSS solutions to assist team as required to reach consensus and deliver results</li> </ul>	<ul style="list-style-type: none"> <li>→ Staff Engagement</li> </ul>
<p><b>Risk</b></p>	<ul style="list-style-type: none"> <li>→ Fully ensures that risk of delivering outcomes is identified, mitigation options and recommendations established, and risks effectively mitigated to achieve successful outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>→ Effective Risk Identification and tracking</li> <li>→ Effective Risk Mitigation treatment creation and recommendations.</li> <li>→ Risk is effectively managed to achieve a satisfactory residual risk position.</li> </ul>

<p><b>Other Relevant Information</b></p>	
<p><b>Health, Safety and Wellness:</b></p>	<ul style="list-style-type: none"> <li>→ Demonstrate a commitment to continually improving health, safety and wellness performance.</li> <li>→ Allocate the necessary human and financial resources to achieve operational and strategic goals.</li> </ul>
<p><b>Continuous Improvement:</b></p>	<ul style="list-style-type: none"> <li>→ Seek out ways to continuously improve and own the experience by taking charge and making great happen.</li> <li>→ Participate enthusiastically and positively in improvement initiatives.</li> </ul>
<p><b>Statutory / Compliance Responsibilities:</b></p>	<ul style="list-style-type: none"> <li>→ Safeguard Enable from legal/reputation risk by complying with all relevant statutory, regulatory, contractual and legal requirements and standards.</li> <li>→ Comply with all of Enable's requirements and policies including the enforcement of internal controls and delegated authority rules.</li> <li>→ Know and monitor compliance and advise the CEO and General Counsel on any risk and ensure agreed mitigation plans are in place and actioned.</li> </ul>

<b>Diversity &amp; Inclusion</b>	<ul style="list-style-type: none"> <li>→ Foster a culture that embraces diversity, capability, inclusion and trust for Enable People and community.</li> <li>→ Each one of our Enable People bring with them a diverse set of perspectives, work and life experiences, as well as religious and cultural differences. The power of diversity can only be unleashed, and its benefits reaped when we recognise these differences and respect and value each other irrelevant of our backgrounds.</li> <li>→ Challenge your thinking and biases with others who will have different experiences and opinions, in order to drive more robust and collaborative outcomes</li> <li>→ Enable People work in diverse teams, making for a safe, inclusive and innovative environment.</li> </ul>
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Person Specification	
<b>Formal Education</b>	<ul style="list-style-type: none"> <li>→ Software Engineering Degree or similar qualification</li> </ul>
<b>Specialist Training and Experience</b>	<ul style="list-style-type: none"> <li>→ Minimum 10 years direct work experience in ICT delivery management of telecommunication operator OSS/BSS solutions and B2B integrations, aligned to business outcomes through integration cloud, private cloud, and on-premise solutions</li> <li>→ Strong industry experience in delivery of the integration of OSS to operator network management systems</li> <li>→ Strong existing relationships with telecommunication ecosystem vendor</li> <li>→ Agile delivery.</li> <li>→ Delivery leadership of integrated ICT solutions using Azure CICD pipeline, AWS. Mulesoft; OKTA and Kafka infrastructure component experience and multiplatform APP development desirable.</li> </ul>
<b>Specific Knowledge, Skills and Attributes</b>	<ul style="list-style-type: none"> <li>→ Excellent communication and interpersonal skills with a customer service-oriented focus</li> <li>→ Strong business analysis acumen</li> <li>→ Strong financial modelling, reporting, and quantitative skills</li> <li>→ Background in investment-based decision-making and performance measurement and management and resource optimisation</li> <li>→ Team oriented with the ability to successfully negotiate and mediate conflicts/issues</li> </ul>