



Client Services Change & Delivery Lead Job Brief

Company Introduction

Sim Local is an entrepreneurial company which creates problem-solving travel technology brands. Our brands are always the fastest, most intuitive way to ease the journey and meet travellers' needs. What we do is a win, win, win – a win for the traveller, for our partners, for our shareholder and staff because we're on this adventure together. Through our Sim Local brand, we are pioneering a Digital Transformation in our business with an emphasis on eSIM Technology and using leading edge digital retail technologies – check out <https://www.simlocal.com/> for more detail.

The Role

This role is a unique opportunity for a dynamic individual to influence the growth of the Client Services team that is at a point of inflection within a geographically scaling business. It is a fast-paced role, offering a great blend of technical and continuous innovation and is a great opportunity for a dynamic individual who thrives on working in a small but fast-paced, highly flexible entrepreneurial environment. You will interact with a high performing Agile Software Engineering Team supporting our proprietary UNITE Platform, which is at the forefront of a Digital Transformation of our business. You will act as the business portfolio & change lead to prioritise business & technology demand. Additionally, you will lead the delivery of digital transformation projects & programmes driven by the digitalisation of SIM card technology across the mobile & IoT industry and digital retail channels.

The role will suit a self-starter looking to work in an autonomous environment. We are a small closely-knit organisation, so your contribution will have a direct impact to the success of all the teams in Sim Local. You will interact with teams based in Dublin, London, Vancouver as well as global mobile operators, infrastructure providers, device manufacturers and our international retail partners. You will get exposure to cutting edge technologies whilst working within a dedicated and expanding team environment, where you can shape your own future with us. Some travel may be required from time to time.

Job Description

This role will lead the Client Services Team that is at a point of inflection in terms of growth. You should want to do things better – we believe in continuous improvement – and you should have an opinion and contribute to improvements. You should care about agile methodologies, continuous integration, continuous deployment and CloudOps. Our solutions run on Amazon Web Services Cloud so knowledge of working in this environment would be beneficial.



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We are at a pivotal point in relation to Digital Transformation and the Client Services Delivery Leader will become a driving force in the next stage of the company's Digital Evolution, Geographical Expansion and Client Base Growth.

Responsibilities

- This is a leadership role within the Technology Leadership Team.
- You will lead the interaction with global mobile operators, infrastructure providers, device manufacturers and international retail partners for all client delivery projects.
- You will lead & drive continuous improvement of our business portfolio & change, product management and project delivery practices in line with Agile methodologies and practices. Knowledge of SAFe 5.0 would be advantageous for this.
- You will lead, mentor, and grow a high performing Client Services team consisting of Product Managers, Agile Product Owners & Project Delivery Managers.
- You will be responsible for the delivery of key critical initiatives and programmes and act as a point of contact to the client project leadership team for incoming initiatives.
- You will be responsible for implementing, owning, and improving processes and the way we work to support cross team delivery planning, prioritisation, goals alignment and visibility of key initiatives across the organisation.
- You can expect to build visibility of progress for key programmes of work and surface key risks or blockers to Leadership Teams to enable support to unblock issues and enable the progress of these initiatives.
- You will own the relationship with third parties in our digital eco system to ensure that we maintain a cohesive relationship that enables the achievement of our goals.
- You will be responsible for defining the overall delivery capability across the organisation, ensuring service delivery is transparent, predictable, and balanced, whilst providing value.
- You will lead client projects through Discovery, Delivery, Operations & Support utilising Agile methodologies and practices.
- You will provide metrics and dashboards around efficiency of the Agile product development process.
- You will work with members of the Business Teams to prioritise Business Demand in an Agile environment whilst considering capex and resourcing constraints.
- You will work with members of the Technology Team to assist with prioritising the technical strategy & roadmap requirements in an Agile environment whilst considering capex and resourcing constraints.



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Required Skills

- At least 10 years' experience with several years working alongside agile software engineering teams.
- Bachelor's or master's degree in appropriate technical or business field, or equivalent work experience.
- Solid understanding Agile frameworks and methodologies.
- Knowledge of ITIL framework would be an advantage.
- Project / Program training and certifications (PMI / SAFe 5.0 / Prince II).
- Knowledge of digital ecosystems, web technologies and digital skills for one or more industries as well as exposure to UX/UI design either directly or through a digital agency would be an advantage.
- Proven leadership of teams and business priorities through building relationships, listening, consulting, and influencing outcomes.
- Proven ability to articulate complex information and business insights into meaningful action items and problem-solving decisions for senior leaders.
- Structured thinking and presentation – comfort dealing with ambiguity and ability to provide structure and frame thinking logically and effectively.

Desirable Skills

- Demonstrated ability to understand and discuss technical concepts, manage trade-offs and evaluate opportunistic new ideas with internal and external partners.
- High attention to detail including precise and effective customer communications and proven ability to manage multiple, competing priorities simultaneously.
- Ability to work in a fast-paced environment where continuous innovation is desired.
- History of teamwork and willingness to roll up one's sleeves to get the job done.

Other items of note

- Our Technology Team is based in our HQ Office at Beacon Court, Sandyford, Co Dublin, Ireland.
- Our Retail Operations are based in our London Office at One Heathrow Boulevard, West Drayton, London supporting a Global Retail Operation
- Our eSIM Solution Business Development is headquartered in Vancouver, Canada.
- We work in an Agile team environment, directed by a business-based product owner and a scrum master. Sprints are fortnightly and useful, working software is expected to be produced at the end of each sprint. All development efforts follow Agile principles closely.



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To Apply

- Please send your CV with a cover letter outlining why you'd be perfect for the role to: ITCareers@Travelwin.com