



JOB DESCRIPTION	
Position Title:	Chief Delivery Officer
Location:	Mike Stenbock Gemura Kitchen – Nyagahinga, Rusoro, Kigali- Rwanda
Reports To:	CEO/Board of directors

## SUMMARY

The Chief Delivery Officer (CDO) is a senior executive who holds the responsibility of overseeing and ensuring the successful delivery of projects, products, or services within an organization. The CDO plays a pivotal role in ensuring that delivery operations are executed efficiently, effectively, and in alignment with the organization's strategic goals. While the specific duties and requirements may differ based on the organization and industry, the following are commonly found elements in a CDO job description.

### Key Responsibilities:

- Develop and implement strategies to ensure the timely and successful delivery of projects within budget and according to specifications
- Build and manage high-performing delivery teams, including project managers, supervisors, and project staff to deliver on the mission and vision of Solid'Africa
- Develop and manage budgets and resource allocation plans for all delivery projects
- Establish and maintain effective communication channels with clients, partners, and stakeholders to ensure the successful delivery of projects
- Identify and evaluate opportunities to improve project delivery processes by analyzing data trends, establishing metrics, and monitoring performance
- Implement and maintain project management methodologies, frameworks, and best practices, ensuring compliance with the organization's quality standards and processes
- Develop and maintain strong relationships with external delivery partners, identifying and assessing opportunities to collaborate and deliver value to clients and communities
- Manage the design, development, and implementation of performance management frameworks, tools, and processes to ensure the delivery of high-quality and impactful projects.
- Evaluate and recommend new technologies and tools to improve project delivery processes, including project management software, data analytics tools, and other relevant technologies.
- Continuously monitor and evaluate project delivery performance, providing feedback, coaching, and mentoring to team members to improve overall performance and drive efficiency.



## **Required Education & Experience:**

### **Education:**

- Master's degree in a related field, such as management, business administration, engineering or computer science.

### **Experience:**

- Minimum of 10 years of experience in project management, with at least 5 years in a leadership role, managing complex programs and projects
- Experience in managing delivery teams, with a proven track record of delivering projects on time and within budget
- Strong understanding of project management methodologies, frameworks, and best practices, including agile methodologies and project management tools such as JIRA or Trello
- Demonstrated experience in managing client relationships, developing business strategies, and identifying new growth opportunities
- Proven track record in building high-performing teams, recruiting, developing, and retaining top talent
- Strong analytical skills, with the ability to analyse and interpret data, identify trends, and develop key insights
- Excellent communication, leadership, and interpersonal skills, with the ability to build relationships with internal and external stakeholders
- Experience working in an international or multicultural environment
- Fluency in English, both written and verbal. Other languages are a plus.

### **Additional Skills for Human Resources manager role:**

- Strategic thinking: The ability to think creatively and develop long-term plans that align with the business's goals
- Risk management: The ability to identify potential risks and develop mitigation strategies to ensure projects are completed without major setbacks
- Financial management: The ability to manage project budgets effectively and make data-driven decisions to optimize resource allocation
- Change management: The ability to communicate clearly and empathetically and manage change to ensure all stakeholders are informed and engaged
- Continuous improvement: The ability to identify areas of improvement within the project management process and implement new tools, processes, or workflows to optimize delivery
- Collaborative approach: The ability to work collaboratively and build strong relationships with cross-functional teams, clients, and stakeholders
- Agile methodology: The ability to implement and manage agile methodologies, such as Scrum or Kanban, to optimize project delivery
- Technical acumen: Familiarity or working knowledge of software development frameworks, programming languages, systems, and other technical concepts to ensure effective delivery of technical products or services



- Emotional intelligence: The ability to manage one's emotions and navigate social cues to build productive relationships and promote positive outcomes
- Drive and passion: Passionate about design and delivering exceptional experiences for the end-user experience, being self-driven and motivated to push projects forward.

## **WORK ENVIRONMENT**

- Purpose-Driven: Solid Africa's work environment is characterized by a strong sense of purpose and mission. Employees are motivated by the organization's commitment to making a positive impact on communities and promoting development
- Collaborative and Team-Oriented: Collaboration is essential at Solid Africa, as teams work together to plan and implement programs, share expertise, and address challenges. The work environment fosters a spirit of teamwork, encouraging open communication and cooperation among colleagues
- Multicultural and Diverse: Given Solid Africa's focus on international development, the work environment is likely to be multicultural and diverse. Employees from various backgrounds and nationalities bring unique perspectives, experiences, and expertise to the organization, fostering a rich and inclusive work environment
- Field-Based and Travel: Depending on the nature of Solid Africa's programs, employees may have opportunities to work in the field, visiting project sites, engaging with local communities, and overseeing program implementation. This may involve travel to remote or rural areas, both domestically and internationally
- Fast-Paced and Dynamic: The development sector often requires a fast-paced and dynamic work environment. Solid Africa's employees may need to adapt to changing circumstances, navigate complex challenges, and meet deadlines while maintaining a high level of quality and efficiency
- Learning and Growth: Solid Africa recognizes the importance of continuous learning and professional development. The work environment may provide opportunities for employees to enhance their skills, attend relevant workshops or training, and stay updated on emerging trends and best practices in the development field
- Impact-Focused: Solid Africa's work environment places a strong emphasis on measuring and evaluating impact. Employees are encouraged to contribute to the organization's impact assessment efforts and align their work with the desired outcomes and indicators of success
- Supportive Management: Solid Africa's management aims to create a supportive and empowering work environment. They provide guidance, feedback, and mentorship to employees, fostering their professional growth and well-being
- Ethical and Transparent: Solid Africa upholds high ethical standards and promotes transparency in its operations. The work environment encourages open communication, accountability, and adherence to ethical guidelines and practices
- Work-Life Balance: While the nature of development work can be demanding, Solid Africa recognizes the importance of work-life balance. The organization strives to create an environment where employees can maintain a healthy balance between work responsibilities and personal well-being



**How to apply:**

Send Resume/CV and Motivation letter to [hr@solidafrica.org](mailto:hr@solidafrica.org)

Cc: [info@solidafrica.org](mailto:info@solidafrica.org)

**Deadline:** June 23<sup>rd</sup>, 2023. Please note that only shortlisted applicants will be contacted.