Downloaded from <https://www.velvetjobs.com/job-descriptions/delivery-excellence>

# Example of Delivery Excellence Job Description

Our company is growing rapidly and is hiring for a delivery excellence. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for delivery excellence

* Drive best practices through trainings, standards, and templates for project delivery
* Create visibility to common issues across projects and offer recommendations to leadership on changes to increase execution effectiveness
* Work with Senior IT Leadership to develop future year investment plans for IT, focusing on the strategic value they provide to the business
* Work with recruiting to prioritize IT resource backlog to ensure projects are staffed for success
* Support pre-sales efforts with services sales, Project Delivery Managers, and Consulting Architects to understand customer business and technical objectives and product requirements, to build client relationships, scope opportunities, and deliver effective solutions
* Provide Mentorship, guidance and enablement for junior members of the Delivery Excellence team to build the next generation of Delivery Excellence Project and Program Managers
* Partner with Geo Consulting Leader to prepare late stage opportunities for transition to active delivery
* Manage interface to resource management and region practices
* Executive sponsor of strategic projects
* Manage delivery leads on all active projects within the Geo, ensuring a customer success focus, helping mitigate delivery risks, resolving issues

## Qualifications for delivery excellence

* Excellent knowledge of the Lean Six Sigma tools & methodologies
* Strong process & change management skills
* Energetic and mature
* Self-starter and self-motivated with the ability to work independently with a team of peers
* Should have managed at least 3 high impact improvement project – CSAT/ Resolution/ Cost/EPH/CPH/ AHT/Productivity/Quality
* Applicant should be open to travel with in and out of Europe for short & medium(2-3 months) term assignments