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

# Example of Delivery Leader Job Description

Our company is growing rapidly and is looking for a delivery leader. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for delivery leader

* Effectively staff an optimized team in the delivery center
* Drive employee engagement through center wide communications, team building and retention programs/activities
* Assure adequate delivery center team training
* Create a culture that embraces employee growth & development in the delivery centers
* Report on delivery center activities through productivity, operational and dashboard reports
* Understand and maintain internal client satisfaction scores and work to improve the delivery in the center
* Collaborate effectively with HR, Resource Operations/Facilities, Finance, Procurement, Security, Business controls and RPO Delivery Operations to achieve results for delivery center
* Act as an approver on behalf of the delivery center for expenses
* Ensure delivery center teams have necessary resources, including but not limited to regulatory/ statutory licenses, technology, vendors and partners, and headcount needs
* Provide regular program updates with the onshore/ functional leadership team and line managers that are supported in the delivery center

## Qualifications for delivery leader

* Work closely with business and external stakeholders to ensure effective two-way communications regarding collection of business requirements and communication of key product decisions, plans, and releases
* Develop new strategies/products in order to capture new payment flows such as B2B, P2P etc
* Determine and evaluate business cases for proposed product developments that drive recommended prioritization
* Responsible for the implementation of process improvements and tool enhancements related to customer implementations
* Review and optimize customer operational performance
* Optimize working relationships with internal suppliers