

Practice Lead - Client Delivery

Job Description

The hottest delivery gig in town! A chance to shape a practice from scratch as we scale up to meet the needs our clients globally.

Description

MATTR is a fast-moving organisation operating in a new market category of verifiable data and digital trust. We do this through SaaS platform offerings that provides enterprise grade decentralised identity capabilities that support the needs of traditional organisations and a new set of web3 companies designing ground up for a decentralised future.

We are on the lookout for people that are passionate about emerging technology and thrive in fast paced environments. By joining our team, you will be helping to develop a whole new category of tools that support the next generation of the internet – the web of trust.

The [MATTR Platform](#) is designed for global scale. We are looking for someone to build a world class Delivery Practice to support customer implementation requirements through our in-house teams or partner capabilities. In this role, you will work with our product and engineering teams to take learnings from customer implementations and ensure that relevant assets are productised for reuse. You will be responsible for smart delivery practices that help customers and partners achieve success in their implementations and encourage them to further leverage our product capabilities to support new areas of business value.

LOCATION: Auckland - CBD

What you will be doing

- Establishing and leading a skilled customer delivery team with excellent delivery practices
- Initial scoping, delivery planning and creation of customer artefacts including cost estimates, implementation plans, customer agreements, SLA documents, statement of work etc.
- Responsible for delivery of customer outcomes in a quality and timely manner and represent the customer during events
- Building strong relationships with MATTR's customers and ongoing customer engagement including ongoing reporting, SLA management, change control, resolution of customer issues, continuous improvement and delivering ongoing value (both operationally and strategically) and scoping of follow-on engagements
- Working with MATTR delivery partners & system integrators to ensure their delivery approach is aligned with MATTR's best practice and quality and onboarding new delivery partners on an ongoing basis
- Working with internal MATTR teams such as Product, Engineering and Operations to ensure customer deliverables are incorporated into the wider MATTR delivery activities and product roadmap

- Developing views of current and future deliverables across all MATTR customers to ensure visibility of resource requirements, product roadmap dependencies, delivery dependencies and risks to the wider MATTR stakeholders
- Providing regular stakeholder reporting across all customer delivery activities including information on cost, deliverables, timeline, risk, resourcing needs and operational health
- Participate in pre-sales, bid management and responding to RFPs and working with customers to extend their use of our product, creating new business value for customers and new opportunities for MATTR to showcase our technology.

What are the skills and requirements needed?

- Experienced Leader with a track record in successfully delivering technology services and capabilities in government, large global organisations or enterprise customers
- Ability to operate at a senior leadership level, you will probably be “scaling down” from your current position with a view to “scaling up” as MATTR grows
- Ability to “look around corners” and anticipate problems and challenges before they occur
- You will have a mixture of old school project management, and service delivery approaches coupled with Agile ways of working with the ability to reconcile sprint-based plans with overall customer delivery outcomes
- Strong business and commercial acumen
- Excellent customer and stakeholder management skills and experience building meaningful, collaborative relationships across all levels of the business.
- Flexibility to adjust to multiple demands, shifting priorities, ambiguity and rapid change
- Great written and verbal communication, organisational, multitasking skills and will be extremely strong in story telling
- Ability to adapt to new technologies and learn quickly, you will have enough technical understanding to be able to articulate business solutions whilst understanding the underlying technology
- Have a natural attention to detail and be ever mindful of how your artefacts will be consumed and understood by customers and internal people
- Ability to cope with very high peak workloads, short deadlines and significant pressure and manage priorities and maintain engagement across a number of projects at various lifecycle phases
- Given the global nature of MATTRs business be flexible in working hours with ability to participate in morning or evening calls with overseas clients in different time zones (when required)
- Ability work and team effectively with clients, team members and partners across geographies as we grow and scale, including the ability to understand and integrate cultural differences and lead virtual cross-cultural, cross-border teams
- You might have experience in start-up environments, or alternatively you might have worked in a mature product organisation. Equally you might have a completely different background and be looking to make a switch. Whatever your background, you will be able to demonstrate relevant experience and/or a portfolio of interesting work that can showcase your capabilities.

Personal and work ethics

- Practical and grounded, you will be comfortable rolling up your sleeves and getting things done every day.
- A self-starter who takes initiative, is creative, has high energy, and would thrive in a very dynamic software company.
- Great written and verbal communication, organisational and multitasking skills.
- A team player who is eager to share their findings and contribute to a collective understanding – someone who is super smart and committed to making a difference but won't trip over their ego when they turn around!

Advantageous (but not essential)

- Experience with SaaS services, products and solutions

What's in it for you?

The chance to be part of MATTR and join us in creating a new type of freedom through digital trust. Be surrounded by like-minded peers where you can be part of an exciting and growing company in a completely new market. An attractive salary and flexible working arrangements, and a company that lives and breathes its values every day.



CRAZY ENOUGH



MAKE FRIENDS WITH
THE EDGE



LIFT OTHERS



CHECK YOUR EGO

Sounds like you? We would love to hear from you!

MATTR values diversity in the workforce and we encourage candidates from diverse backgrounds, including those with access needs, to apply for our roles.