Role profile

Role title: In-Market Delivery Lead	Function: Project Delivery & Management (M-Pesa)
Band: Contractor	Department: MPA Technology
Reports to: MPA Snr Manager-Project Delivery & Management	Location: Tz

Role purpose: Responsible for access to and prioritisation of work to local and MPA funded resources to service configuration, network integration test and launch of new M-Pesa Services. The In-Market Delivery Lead will act as local SPOC to advocate the local priority for new M-Pesa service delivery

Key accountabilities and decision ownership :	Core competencies, knowledge and experience :
1.- Impact on the business	**Knowledge and experience**
- Weekly clarification for local resources of actions and dependencies for new service launches (functional, non-functional and operational). - Weekly prioritisation with MPA Delivery Squads to facilitate business requirements into functional and technical delivery activities for local resources. - Acceleration of relevant local regulatory, fraud, risk and security resource engagement. Reduced transfer delay and friction in the service delivery approach. - Definition of 'Done' for service acceptance criteria in all project stages,	- Strong Demonstrable competence in Project management (Waterfall and Agile), stakeholder and vendor management. - Subject matter knowledge of mobile payments Applications and HW covering deployment, configuration, test and release. - Provision of broad technical and business knowledge and understanding of mobile telecommunications, mobile payments or other similar financial systems. - Remote working experience Use of excellent communication and decision-making skills with sufficient understanding and ability to balance multiple conflicting interests.

programme outputs and project deliverables delivered into the Market.

- Delivery and alignment to plans of work estimates, quotations and plans for project delivery from local stakeholders.

- Market representation, support and guidance within MPA's gated delivery and Agile processes.

- Weekly escalation of Market based risks to MPA programme management for Programme wide impact reduction.

2.- Customers, supplier and third parties

- Strengthened Market communication plan (feedback loop, scheduled communications/reporting, issue escalation) with local Engineering, Commercial and Ops teams to identify local Market changes and enable Market support for Core Delivery Programmes

3.- Leadership and teamwork

- Attend regular MPA and Market governance meetings.

- Deliver a 'service mentality' and 'collaboration approach' in relationships between MPA and markets.

4.- Innovation and change

- Identification and drive of local process, product or service improvements to maximise delivery capability.

- Identify synergies to reduce fragmentation and friction between MPA funded and local Market teams.

- Influence existing market standards, processes and procedures and facilitate the generation of ideas from the team members.

5. Communication

- Agree, develop and manage communications plan for key MPA and Market stakeholders to mitigate

---

- Excellent verbal and written communication skills. Ability to prepare and present materials (reports and presentations) to Market Exec level,

---

Must have technical / professional qualifications:

Essential

- Project Management Experience including international suppliers or markets – minimum 3 years
- Project Management Qualification - PRINCE 2, APMP or equivalent
- Communication and relationship management experience to executive level – 3 years
- Excellent problem analysis and resolution skills to support work in reactive and proactive environments

Desirable

- Mobile Payment Project Experience or Financial Services Experience – 2 years
- Service Delivery Qualification – ITIL
- AML Qualification - ICA Certificate in Anti Money Laundering Awareness
- Programme Management Qualification – MSP
- AGILE – formal certification Scrum Master or equivalent
- AGILE – experience Scrum Master or equivalent capacity
- AGILE – experience in the use of AGILE tools

Budget owned:

upstream risks and delays due to poor dependency management and resource availability. • Escalation of issues and Risks to the delivery squads, scrum masters and MPA Programme Managers to support the resolution of issues in a timely manner.	
Key performance indicators : • Leadership and capacity to drive project choices and to implemented them (ambitious and competitive) • Able to operate in a multinational environment and to management level with good communication skills (one company & local roots) • Time to Market for MPA products and Services • Act always for Simplicity and Speed for reduced project waiting time • Always felt as trusted and trust	Direct reports: none
	Dotted reports: