

Director, Solution Delivery (London - Hybrid)

Are you a proven leader passionate about driving exceptional customer outcomes through seamless solution delivery? **Join our team as Director, Solution Delivery.** We are a fast-growing company with deep expertise in the **UK automotive industry**, focused on innovation through predictive analytics and digital engagement. In this senior leadership role, you will oversee our entire Solution Delivery organization in our London office (with a flexible hybrid schedule) and report directly to the Chief Product Officer. If you have extensive experience leading high-performing delivery teams and are excited to make a strategic impact in a dynamic, data-driven environment, we want to hear from you!

What You'll Do

- **Lead & Develop High-Performing Teams:** Direct and mentor our Solution Delivery Team including On-Boarding specialists, Solution Architects, and Customer Service professionals. Set goals, conduct performance reviews, and foster a culture of delivery excellence as the front-line interface with customers.
- **Drive Strategic Delivery Excellence:** Own the complete delivery roadmap and resource allocation while tracking critical KPIs including time-to-launch, issue-resolution SLA, data accuracy, and other metrics to ensure world-class onboarding experiences.
- **Manage Enterprise Client Relationships:** Serve as the senior delivery contact for top-tier customers, leading onboarding workshops, interpreting complex data-integration needs, and coordinating internal experts to remove blocking issues and accelerate success.
- **Oversee Solution Architecture:** Collaborate with Solution Architects to validate integration designs, enforce best practices, and balance scalability requirements with client-specific needs to ensure robust, future-proof solutions.
- **Communicate with Senior Stakeholders:** Report delivery status, risks, and successes to executives and cross-functional teams including Product, Engineering, and Commercial organizations, serving as the escalation point and trusted advisor for key accounts.
- **Optimize Processes & Innovation:** Streamline delivery processes, identify improvement opportunities, and drive continuous enhancement of our onboarding and feature deployment methodologies.

Who You Are

- **Proven Delivery Leader:** 6+ years of progressive leadership experience in solution delivery, customer success, or technical program management, with

demonstrated success building and scaling high-performing teams in fast-growing technology companies.

- **Strategic & Operational:** Strong background in project and program oversight with experience managing complex enterprise implementations. You excel at balancing strategic vision with hands-on execution and have a track record of improving delivery metrics and customer satisfaction.
- **Customer-Obsessed:** Deep understanding of enterprise client needs and the ability to translate complex technical requirements into successful business outcomes. Experience in the **automotive industry** or UK B2B market is highly valued.
- **Technical Acumen:** Solid understanding of solution architecture, data integration, and technical delivery processes. You can effectively collaborate with engineering teams and validate technical approaches while maintaining focus on business outcomes.
- **Executive Presence:** Exceptional communication and stakeholder management skills with experience presenting to C-level executives and managing relationships with key enterprise accounts during critical delivery phases.
- **Results-Driven:** Analytical mindset with experience establishing and tracking delivery KPIs, implementing process improvements, and driving measurable business results in complex, multi-stakeholder environments.

What We Offer

- **Industry Leadership:** Be part of a company with deep domain expertise in the UK automotive sector. You'll lead innovative delivery initiatives at the intersection of predictive analytics and digital engagement, directly shaping how we deliver value to enterprise customers.
- **Strategic Impact & Growth:** A dynamic, collaborative leadership environment where your vision and decisions have immediate organizational impact. You'll have the opportunity to build and scale teams, define delivery excellence standards, and advance your executive career as our company continues to expand.
- **Flexible Work Environment:** Enjoy a hybrid work schedule that combines the energy and collaboration of our London office with the flexibility of remote work. We believe in work-life balance and provide the autonomy successful leaders need to excel.
- **Competitive Executive Package:** A competitive salary and comprehensive benefits package that reflects your senior leadership role and contributions.

You'll be joining a forward-thinking executive team that celebrates success and invests in developing exceptional talent.