

POSITION DESCRIPTION

Head of Client Delivery

ReadyTech (ASX:RDY) exists to help communities thrive, and ReadyTechers flourish on making that change happen.

They enjoy taking on challenges that matter to our customers, communities, and the world – and working to solve them with incredible technology that helps navigate complexity, while also delivering meaningful outcomes.

ReadyTechers are enterprising, and hungry to make a difference. But, more than ever, ReadyTechers are *ready for anything*.



POSITION DESCRIPTION

Title	Head of Client Delivery	Location	Sydney or Melbourne
Report to	Segment executive leader	Direct report(s)	None

The purpose of this role

The Head of Client Delivery is a senior leadership role accountable for the successful delivery of complex, large and enterprise-scale SaaS implementations across ReadyTech's Education & Work Pathways portfolio, including TAFE, Employment Services providers, State Training Authorities, Higher Education, and large education providers.

Operating within a vertical SaaS organisation, this role owns delivery outcomes from contract handover through go-live and early-life stabilisation. It is explicitly accountable for *delivery execution and predictability*, with a clear, disciplined transition into Customer Success for ongoing adoption and lifecycle ownership.

A core mandate of the role is to mature and scale the Client delivery function — evolving from bespoke, resource-intensive implementations to a repeatable, enterprise-grade delivery model that supports growth, margin discipline, and public-sector expectations.

The key accountabilities of the role

- Development and maintenance of Client Delivery strategy aligned of business strategy
- Ownership of delivery margin, utilisation, and commercial performance
- Successful delivery of complex, enterprise-scale SaaS implementations across the Education & Work Pathways segments
- Ownership of delivery predictability, quality, and early-life stability outcomes
- Leadership of a mature, scalable enterprise delivery operating model
- Senior executive and client stakeholder management for enterprise customers, with accountability for client satisfaction and enterprise referenceability
- Development of a high-performing, enterprise-ready delivery leadership team

The key responsibilities of the role



Client Delivery Ownership

- Accountable for on-time, on-budget delivery of complex enterprise implementations.
- Owns delivery commitments, execution quality, and early-life stability outcomes.
- Acts as executive escalation point for delivery-critical risks and issues.

Delivery Operating Model & Governance

- Defines and embeds a scalable enterprise delivery operating model aligned to ReadyTech's segment strategy.
- Establishes governance frameworks, delivery standards, and assurance mechanisms suitable for large scale and public-sector customers.
- Drives consistency, predictability, and transparency across all enterprise programs.

Capability Maturity & Scale

- Leads the evolution from bespoke delivery to standardised, repeatable implementation patterns.
- Defines delivery playbooks, artefacts, and implementation approaches aligned to product capability.
- Builds sustainable delivery capability that reduces dependency on individual team members.

Commercial & Financial Performance

- Owns delivery margin, utilisation, and cost control for enterprise programs.
- Partners with Sales to ensure accurate scoping, pricing, and delivery risk assessment.
- Improves delivery efficiency, forecasting accuracy, and margin predictability.

Executive & Client Stakeholder Management

- Builds and maintains strong, trusted relationships with executive stakeholders across enterprise customers.
- Represents Delivery at customer steering committees, executive forums, and key milestone reviews.
- Manages senior-level expectations, risk conversations, and decision-making in complex delivery environments.
- Acts as a credible, calm executive presence in high-stakes or escalated customer situations.

Leadership & Talent

- Builds and leads a high-performing, multi-disciplinary enterprise delivery organisation.
- Develops leadership depth and capability across delivery roles.
- Establishes clear role accountability, performance expectations, and career pathways.

Cross-Functional Alignment

- Works closely with Product and Engineering to feed enterprise delivery insights into roadmap and configuration strategy.
- Partners with Customer Success to ensure clean, accountable handover post-implementation.
- Aligns with Sales leadership on enterprise go-to-market capacity and readiness.



The ideal candidate will have these:

Skills	<ul style="list-style-type: none">• Enterprise mindset with strong execution discipline• Comfortable operating in ambiguity while building structure and clarity• Pragmatic, calm leader in high-stakes customer situations• Strong communicator who can align executives, teams, and customers around delivery outcomes• Builder of systems, teams, and capability — not reliant on heroics• Strong communication and presentation skills, with the ability to influence and engage senior stakeholders.• Self-starter with a proactive, problem-solving mindset, comfortable in a dynamic, fast-paced environment.• Excellent collaboration skills across multi-functional teams.• Emotionally intelligent and self-aware, and this empowers you to engage, influence, and collaborate with all levels of the business to achieve joint outcomes.• You are super organised, with excellent project management and time management skills. You thrive in working on and delivering multiple initiatives.• Strong attention to detail with the ability to balance competing priorities and leverage team resources effectively.• Exceptional ability to analyse data and translate it into actionable strategies.• Strong commercial acumen with P&L or margin accountability
1. Attributes	<ul style="list-style-type: none">• Highly adaptable and able to thrive in a fast-paced, growing, scaling business.• Strong business acumen with a passion for technology and innovation.• Strategic thinker with excellent attention to detail.
2. Experience	<ul style="list-style-type: none">• Senior leadership experience in enterprise SaaS delivery or professional services• Proven delivery of complex, multi-stream implementations in regulated or public-sector environments• Experience scaling delivery capability in a product-led organisation• Education sector experience highly regarded• Familiarity with hybrid delivery models across agile, waterfall, and regulated environments