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www.afferentsoftware.com

Role: Head of Implementation & Support

We are looking for an experienced leader who has the varied technical skills, personal maturity and leadership competencies required to run a department, focusing on

1. Profitability and growth of Afferent,
2. Quality and consistency of the services they provide,
3. Staff success and happiness and
4. Customer passion.

To apply, please contact jobs@afferentsoftware.com

Company Key Selling Points

- We care about our customers and our team; we like to work hard but we realise life is not only about work and we continuously work to make sure our people are happy and feel supported.
- We have a flexible culture with relaxed dress, flexible working hours and working conditions (with optional late starting up to 10am and work from home possibilities), regular in-office lunches, and various office amenities including a pool table and an energising vibe.
- Although we are a small team of 25, you have the comfort of knowing the company has been around for over 16 years and looks after its staff as a priority.
- We are committed to continuous innovation and bringing out the best products in Payments.
- We work with some big international customer names.
- Our people have the ability to travel to the UK and US amongst other countries.
- We provide entry into, and training, in the highly complex and sought-after international Payments market.

Brief description

All successful candidates who join Afferent must demonstrate the following principles:

- Be able to earn the trust and respect of their colleagues
- Go above and beyond for their stakeholders / customers
- Have an extremely helpful attitude and be a team player
- Always leave things better than they found them
- Take initiative and ownership
- Take pride in what they produce and therefore produce high quality
- Be committed to the company but also be able to strike a balance

Qualities

The Head of Implementation and Support is part of the Senior Leadership Team within Afferent and will report to the CTO. There are some fundamental qualities that we are looking for in our Head of Implementation and Support:

- Being an experienced, considered and nuanced leader – compassionate but strong and being able to deal with issues sensitively but decisively.
- Being a high performer and a safe pair of hands – leading by example, taking care to deliver on your promises or manage expectations otherwise
- Being a solutions-orientated rather than a problem-oriented person and a driver for change
- Embodying the Afferent tenets

Role Purpose

The Head of Implementation and Support manages a department of implementations and support staff and is responsible for the output of that department. He or she is responsible for ensuring their team is equipped to deliver effectively and that efficient, consistent delivery and support processes and systems are in place.

Core Responsibilities

1. *All Heads of Departments (HODs) have shared responsibility for:*
 - 1.1. Profitability and growth of Afferent
 - 1.1.1. Working with Deal Originators and the C-suite to deliver new sales involving their teams
 - 1.1.2. Working with Sales and Marketing to ensure that an accurate picture of what is offered to existing and new customers is portrayed
 - 1.1.3. Profit maximisation of Afferent as a whole, involving close collaboration and resource sharing with other HODs
 - 1.1.4. Working with Finance to prepare their department's budget report on a pre-defined frequency (at least twice annually), including
 - 1.1.4.1. A review of reasons for major variances, if any, from the current year's program.
 - 1.1.4.2. An up-to-date rough forecast of budget.
 - 1.1.4.3. A statement of "management objectives" for the coming year.
 - 1.1.4.4. A review of progress made in accomplishing management objectives for the prior year.
 - 1.2. Quality and consistency of the services they provide
 - 1.2.1. Engaging with customers, other Heads of Departments and the Sales / C-suite staff (CEO, COO, CFO etc) to shape and finalise contracts for new projects involving their department
 - 1.2.2. Reviewing and signing off the technical and project content of all contracts / statements of work involving their department
 - 1.2.3. Ensuring there is a smooth, well documented, continuously improved process to maximise quality and throughput for their teams
 - 1.2.4. Understanding and being able to report on the status of all projects and areas of responsibility for their departments up to C-suite
 - 1.3. Staff success and happiness

- 1.3.1. Ensuring the growth and happiness of their team is seen to either by them or the line managers in their organisation
 - 1.3.2. Working with the HR Lead or Training staff to ensure all new staff are well trained and supported to tackle initial projects without compromising the quality of the group's delivery
 - 1.3.3. Working with the HR Lead and CFO to ensure annual training of their staff for key competencies
 - 1.3.4. Embodying, regularly reinforcing and ensuring their teams follow the Afferent tenets
 - 1.3.5. Working with line managers to manage inter team dynamics
 - 1.3.6. Working with line managers to resolve staff delivery problems or facilitate performance plans
 - 1.3.7. Resolving inter-staff escalations to them or line manager staff escalations to them prior to escalating to the C-suite
 - 1.4. Customer passion
 - 1.4.1. Engaging directly with their customers at least once a quarter to find out how it is going, what we can do to improve and how they are enjoying the products and services they are using
 - 1.4.2. Working with the COO and other supporting staff to measure and track customer satisfaction at least annually
2. *Head of Implementation & Support is specifically responsible for:*
- 2.1. Specific services for our largest Customer as below:
 - 2.1.1. Working with PMO and Sales to resource and implement annual scheme mandates- Visa, Mastercard and any other mandated regulatory changes.
 - 2.1.2. Working with PMO and Sales to contract for, resource and implement any specific projects requested by the Customer relating to the Implementation & Support (I&S) team.
 - 2.1.3. 24x7 Production Support for the Customer's ATM Driving estate running on Postilion. This support is after the Hosted Provider has done initial analysis and covers standard ACI software, custom Afferent software for the client and Afferent licenced products running on the switch.
 - 2.1.4. 24x7 Production Support for Afferent's own licenced solutions running across several AWS cloud environments. Afferent's team will typically be the first responders on these issues.
 - 2.1.5. Hosting, monitoring and rebuilding RapidFire ATM test environments including standard environment troubleshooting.
 - 2.2. All production front-line support across all applicable Afferent deals.
 - 2.3. The technical implementation and support of all services customer projects, working in partnership with PMO.
 - 2.4. The implementation and support of any product projects that need resource from I&S (specifically Implementation Engineers, Implementation Technical Leads, Solution Architects).
 - 2.5. Upskilling and mentoring in the I&S team
 - 2.6. Ensuring the team has the necessary tools and processes in place to function efficiently and effectively.
 - 2.7. Identifying various skill levels in the team and creating opportunities to grow individuals to the next level.

- 2.8. Working with the quality control team to ensure the quality outputs from the I&S team are according to Affferent standards.
- 2.9. Communicating with Stakeholders to identify and resolve issues throughout the implementation process

Qualifications and Experience:

- Degree or Diploma in relevant field, equivalent experience will be considered
- At least 10 years work experience in relevant discipline, specifically technical leadership in Payments, preferably with Postilion
- Significant experience & knowledge of motivating and leading people in challenging environments
- Experience in managing project and/or programme teams