OBRIZUM®
GROUP

Job title

Head of Delivery
£40,000 - 45,000 + Commission
Cambridge

OBRIZUM® Group Limited is a Cambridge based company which specialises in cutting-edge educational technology and has an exciting opportunity for an ambitious individual to join our dynamic team as Head of Delivery. OBRIZUM® is a cloud-based adaptive learning platform powered by proprietary Artificial Intelligence and data science methodologies. It allows organisations to automatically and quickly create, deliver and monitor online learning and development programmes in a whole new way. With OBRIZUM® creating programmes is quick and easy and the learning is tailored and personalised to each user. Supporting the user and the organisation at every step of the way, analytics metrics report on effective learning and progress.

The ideal candidate is a fast learner with excellent communication skills, leadership, and experience in customer success. As part of our delivery team, the new Head of Delivery will work under our Chief Delivery Officer, manage key client accounts and a team of Engagement Leaders. You will work closely with clients but also with other teams within the company such as the sales, content, and engineering teams.

Delivering highest quality service to our clients is at the heart of our value proposition. The right candidate for this position is proud of their work, has a keen analytical mind and is driven by providing great support to the accounts they are in charge of. The focus of this role is on customer success and contract renewals. The Head of Delivery will have a manager role within the delivery team and needs to have leadership and initiative to inspire other members of the team to work towards the highest standards of customer success and ensure contract renewals and secure individual as well as team commissions.

Responsibilities

- Working closely with the Chief Delivery Officer
- Coordinating with Sales Team to consolidate client requirements.
- Managing a team of engagement leaders.
- Managing content collection and production for clients.
- Providing expert advice to clients to maximise the success of their projects.
- Delivery of branded client portals using our in-house customisation tools.

- Testing and quality control on client portals.
- Constant communication with clients to build and nurture strong relationships.
- Nurturing customer relations to ensure satisfaction and contract renewal.

Requirements

- Proven leadership
- Experience is customer success
- Preferred post graduate degree in science subject
- Excellent project management skills and attention to detail
- Excellent communication skills
- Excellent trouble shooting skills
- Knowledge of Educational Technology and/or Enterprise Software is advantageous but not essential
- Proficient in all Microsoft Office and ideally Adobe Suite programmes
- Strong initiative and ability to work in a team but also autonomously.

OBRIZUM Group Ltd.

OBRIZUM® Group Ltd. was founded in 2015 in Cambridge, UK, a world-leading hub of science and technology. The Company is a provider of state-of-the-art learning and development technology for enterprise and its flagship offering is a sophisticated artificial intelligence-led digital learning platform called OBRIZUM® (Latin for pure gold, and synonymous with assessment). The leadership team at OBRIZUM® Group Ltd. is comprised of PhD trained scientists, senior software engineers, expert data scientists, media specialists, and experienced leaders from the education and finance industry.

The quantity of information available in today's world is expanding exponentially. In addition, the knowledge and skills that businesses need are changing faster than ever before. Relying on manual human effort to create, organise, manage, and update digital training at the scale and speed required is now practically impossible. OBRIZUM® Group Ltd. has created proprietary artificial intelligence technologies to address the underlying drivers of disruption that are defining the future of work and skills.

In OBRIZUM®, artificial intelligence (AI) is used to build and organise knowledge at unprecedented speed, fulfilling a role that would previously require weeks to months of manual human effort. After automatically arranging 'Knowledge Spaces' (rather than linear courses), OBRIZUM®'s AI delivers a precision personalised learning experience without the need for manual human effort or oversight. This means that OBRIZUM® can dramatically increase the efficiency of digital learning when compared to traditional linear approaches. As learning proceeds, OBRIZUM® analyses the incoming data in real-time and deciphers trends and relationships to enable data-driven business decisions. The Company already has numerous patents pending and was awarded Artificial Intelligence Innovation of The Year by the Digital Leaders 100 in 2019.