**JOB DESCRIPTION**

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| **Title:** | **Business Delivery Specialist** |
| **Team:** | **Delivery Team** |
| **Reports to:** | **Head of Delivery** |

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| **About the Company:** |
| INTEGRA SERVICES DOOEL is an international company specialized in the provision of services in the area of information systems and technologies, outsourcing solutions and application development services to government and non-government organizations.INTEGRA SERVICES DOOEL is part of a group of SMEs with brands and offices across the following countries, USA, UK, Belgium, Bulgaria, Romania, Slovenia and North Macedonia |
| **Context of the position:** |
| The Business Delivery Specialist is a support role within the delivery organization which ultimately aims to support and manage our client’s requirements. As part of the Delivery team, you will provide administrative and operational support to a designated client, as well as contribute, coordinate and align with the different teams in day-to-day activities. |

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| **Responsibilities, duties and tasks:** |
| * Have all-encompassing knowledge and understanding of all delivery contracts;
* Assist Delivery Managers in planning and coordinating all sales, delivery and operational activities against delivery contracts;
* Build an understanding of designated customers and customer requirements;
* Assist Delivery Managers with scheduling of tasks and activities against contracts;
* Maintain and update issue, risk and task logs to support Delivery Managers in daily activities against service delivery contracts;
* Register and log all new opportunities / RFQs / task orders against delivery contracts;
* Ensure administrative compliance when responding to customer requirements;
* Maintain structured contract documentation per contract and an overall contract repository;
* Participate in meetings with clients, prepare comprehensive Minutes of Meeting and distribute accordingly to all parties;
* Execute market research tasks as directed by Delivery Managers and/or Head of Delivery;
* Contribute with ideas and brainstorming to developing delivery processes;
* Other Responsibilities:
* Cross functional team working and interfaces when required
* Interface with other team members and management where required
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| **Skills required/ Experience:** |
| **Experience and qualifications:*** Bachelor’s Degree preferably in Economics, Finance/Accounting, Management, Business Administration, or equivalent disciplines
* Experience in Project Management and/or Service Delivery is an advantage
* Experience working in international environment and projects is an advantage
* Experience with administrative, operational and financial processes within a project/contract lifecycle (i.e. scheduling, planning, issue tracking, financial reporting, invoicing etc.) is an advantage
* Strong knowledge of MS Office
* Foreign languages: English (advanced level)

**Desirable experience and qualifications:*** Previous experience working within an international recruitment environment
* Previous experience working towards government organisations at national or international level
* Knowledge of additional foreign languages (French, Dutch, German, Spanish…)

**Personal skills:*** Ability to work independently, enthusiastically and creatively with limited supervision
* Excellent communication and interpersonal skills
* Strong decision-making skills
* Organized and able to prioritize
* Respond well in potentially stressful working environment
* Focused on confidentiality
* Commitment and ownership attitude
* Flexibility in attitude to working hours according to working tasks
* Quick learner, reliable, positive, team player attitude
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| **Work location:** |
| * Skopje, North Macedonia
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