

Delivery Operations Lead

About Us

We're a fast-growing tech company headquartered in Edinburgh. We are on a mission to enable zero deforestation and degradation, and support mass forest restoration. We do this by producing the highest quality nature mapping data products, and passing these to clients with high quality custom analysis and advice.

Our clients include major international companies (e.g. Apple), expert consultancies (e.g. The Biodiversity Consultancy), major NGOs (e.g. WCS and TNC), funders/sellers of carbon credits (e.g. Everland), and forest carbon project developers across the tropics.

All of our work is based on extensive scientific research with our expert science and technology team including 12 with PhDs in ecology or satellite science, and world-class AI and software engineers.

Role Overview

This role is part of the Operations team and its key focus is to lead the end-to-end operational delivery of core mapping commercial contracts being produced by our Science and R&D teams.

The Delivery Operations Lead is responsible for driving the successful execution and delivery of contracts to our clients. This role thrives in an environment where adaptability, and comfort with ambiguity are key. While not directly managing the production (science) team, the Delivery Operations Lead is responsible for the coordination between the science and commercial teams in order to ensure efficient and effective delivery of maps and reports to clients. This involves not just direct coordination between the active delivery unit (pod) in Science, the client, and the commercial team during specific projects, but also this role owns and develops the operational processes and tools used to facilitate and track this process.

You will need to be able to build strong relationships and partnerships with our technical and commercial teams, likely talking daily to our four 'pod leads' and regularly communicating with clients and our sales team. You should be able to influence without authority, in order to drive delivery and balance competing opinions and priorities

This role reports to the COO.

Responsibilities:

Delivery Operations (70%)

Contract Delivery Oversight: Manage end-to-end delivery of contracts, including planning, scheduling, allocation, onboarding, monitoring, delivery and closing. Develop and implement strategies to optimise delivery processes and maximise efficiency. Cross functional coordination with technical teams, finance and commercial to record, track and manage delivery progress.

Resource Allocation and Scheduling: Work closely with the Head of Science and Pod Leads to manage delivery scheduling and resource allocation. Identify opportunities for resource optimisation and scalability.

Stakeholder Management: Collaborate closely with cross-functional teams, including science (production), sales, and engineering/R&D, to align on contract deliverables. Build strong relationships with internal and external stakeholders. Act as a primary point of contact for clients for 'in-flight' contracts, facilitating meetings with the technical team, addressing inquiries and providing delivery updates.

Optimising production and delivery operations (30%)

Measuring & monitoring: Gather data, metrics (KPIs) and intelligence to support the tracking, managing and optimisation of business operations related to operational production and delivery.

Optimisation: Identify areas for improvement and implement processes and procedures to enhance delivery efficiency and effectiveness.

Key Qualifications, Requirements, Competencies:

Essential

- Bachelor's degree or equivalent experience
- Minimum of 3 years experience working with clients or senior stakeholders to ensure high quality delivery of outputs
- Ability to adapt quickly to changing priorities and make decisions in a fast-paced environment.
- Comfortable working in a "roll up your sleeves" culture where flexibility, adaptability, and innovation are highly valued. This will inevitably be a varied and fast paced role: we need someone willing to 'muck in', seeing gaps or problems early and if possible swiftly filling them, and if not possible coming up with a plan to solve the problem.
- Experienced in managing delivery in technical environments, with strong commercial awareness and an ability to quickly understand the context and communicate complex concepts.

- An effective communicator with excellent organisation skills, an eye for detail and be able to manage competing priorities across different projects and clients.
- Proven track record of successfully managing client relationships and delivering exceptional customer service
- Strong interpersonal skills to build trusting relationships with your clients and colleagues
- Experience in the use of project management tools and techniques

Desirable

- Experience working within a highly commercial environment
- An interest in climate change mitigation, and ideally some knowledge about forests and nature based solutions
- An understanding of geospatial/satellite/data analysis would be beneficial to aid communication with the technical delivery team
- Some knowledge of Spanish, French, or other foreign languages (particularly those spoken in tropical countries) would be an advantage

Additional Requirements

At the time of joining us, you must already hold the Right To Work in the UK. We do not offer visa sponsorship for this role.

At Space Intelligence we have a hybrid working policy, you must be able to work in person in our central Edinburgh office 3 days per week (or equivalent for part time employees)

Salary: £47,000 - £52,000 depending on experience.

Working for Space Intelligence

At Space Intelligence, we offer a competitive salary, 33 holiday days per year plus an extra day off on your birthday, a pension plan, as well as other benefits. We have a friendly, fun and supportive workplace, and we strongly value work-life balance. We are not a company with a long-hours culture, and we are family-friendly and support working flexible and part-time. We are, proudly, a diverse, multicultural team: we're around 50/50 male/female and our employees come from 11 different countries.

How to apply

Please submit your CV and a cover letter detailing your relevant experience and why you believe you are the ideal candidate for this role to careers@space-intelligence.com



Space Intelligence is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Adjustments (because we are not all the same)

We are committed to offering opportunities for all and we recognise that some people may need adjustments in order to participate fairly in our hiring process. If you require an adjustment, please contact Helen, our Head of People and Culture (helen.scott@space-intelligence.com). Helen knows from first hand experience the importance of levelling the playing field and will do all she can to make your experience a positive one.

Closing date for applications: Tuesday 16th April, 5pm