

Title	Head of Business Solutions and Product Management
Department	IT Department

At Digicall Group, we challenge ourselves to make it possible for everyone in our world to prosper, thrive and grow. Guided by our values of **Bright, Agile** and **True**, we take pride in who we are, we're inspired by why we're here, and we believe in what we do. We also enjoy a work environment that motivates, connects, guides, supports, protects, honours and stretches us all to dream big, to be excellent, and to contribute uniquely to our shared success.

Role summary	<p>The Head of Business Solutions and Product Management is responsible for the end-to-end ownership, governance, and delivery of business solutions and digital products across the organisation. The role ensures that business needs are translated into well-defined solutions and products that are prioritised, designed, delivered, and realised effectively, in alignment with the organisation's technology strategy as defined by the CIO. This role acts as the primary execution and delivery leader for business-facing technology solutions.</p> <p>If you're ready to belong to an "open mindset" work culture that promotes continuous learning and improvement, prioritises service excellence, values individuals, and celebrates the people who light up our world, apply now and show us how you'll shine!</p>
Qualifications, Experience and responsibilities	<p>QUALIFICATIONS</p> <p>Minimum:</p> <ul style="list-style-type: none"> • Tertiary qualification (B Degree) in an appropriate function relating to IT, Engineering, Business or similar • Or Relevant on the Job experience and exposure to the specific systems and technologies employed. • Advantageous: • Relevant certifications (e.g. Product Management, Agile ect.) <p>EXPERIENCE</p> <ul style="list-style-type: none"> • Minimum: At least 3+ years of management experience

- At least 3 - 5 years' experience in IT leadership, business solutions, or product management roles

SKILLS & KNOWLEDGE

- Strong understanding of business solution lifecycle
- Knowledge and understanding product management standards and priorities
- Understanding of Omni-channel execution from a delivery perspective
- Understanding of cross-portfolio prioritisation
- Understanding of value realisation at solution / product level
- Strong background in product management, business analysis, or solution delivery
- Competent in the use of the Microsoft Office suite, specifically Advanced level proficiency in Microsoft Excel.
- Understanding of people management including leading, motivating, and developing direct reports and customer-facing employees.
- Strong management skills with the ability to lead cohesive and productive teams.

RESPONSIBILITIES

Financial Management:

- Implement, control, and manage departmental resources and procedures within approved budget guidelines.
- Improved business processes to reduce costs and increase the company's overall performance relating to business operations.

Strategy:

- Provide input into the enterprise business solutions strategy aligned to corporate objectives and transformation roadmaps.
- Monitor external business trends and challenges and continuously align and develop Business Unit's competencies and skills.
- Oversee end-to-end solution design, delivery, and lifecycle management across enterprise platforms and systems.
- Audit current systems to determine their effectiveness and applicability.
- Identify risks and threats to the Business Unit's proactively.
- Identify opportunities to improve the business.
- Identify areas of expansion and contraction within the Business Unit.
- Identify opportunities for the implementation of new technology.

Operational:

Operational Management:

- Lead decision-making in the Business Unit team.
- Clear, measurable objectives and goals communicated per team.
- Ensure consistency in terms of signed-off and approved protocols, procedures, and requirements.
- Ensure that systems used are aligned to the Business Unit's overall requirements.
- Analyse statistics and data to identify gaps and improve efficiencies.

Business Solutions Ownership

- Ownership of business solution delivery lifecycle, from demand intake through to implementation and value realisation.
- Ensure business requirements are translated into clear solution scopes, delivery plans, and outcomes.
- Act as the senior IT point of accountability for solution execution and delivery performance.
- Identify new technology solutions to improve the efficiency of operations.
- Ensure that effective systems are in place to effectively access and contribute information throughout the Business Unit.
- Ensure that systems used, and procedures are competitive and understood by employees.

Product Management Leadership

- Establish and govern product management standards, frameworks, and ways of working.
- Ensure effective product prioritisation, backlog management, and roadmap execution.
- Balance short-term delivery needs with long-term product sustainability and scalability.

Delivery & Execution Oversight

- Oversee the planning and execution of projects, implementations, and solution deliveries.
- Ensure delivery predictability, quality, and alignment to agreed business outcomes.
- Manage interdependencies across products, projects, and channels to optimise overall delivery.

Omni-Channel Enablement

	<ul style="list-style-type: none"> • Provide leadership over the organisation’s omni-channel technology solutions. • Ensure consistent, integrated, and scalable customer and business experiences across channels. • Align channel solutions with broader product and solution objectives. <p><u>HR and People Management</u></p> <ul style="list-style-type: none"> • Build sustainable solution and product delivery capabilities. • Ensure appropriate skills, capacity, and succession planning within the function. • Develop contingency plans to ensure that performance targets are achieved even in adverse conditions. • Develop effective systems to communicate vision, strategy, and plans on an ongoing basis to management and employees. • Appoint department managers and assign or delegate responsibilities to them. • Assist with talent management and succession planning of staff. • Initiate disciplinary action for departmental staff that is non-compliant with company objectives/policies and procedures. • Ensure sound and productive employee relations, good morale, and productive work culture. • Regular meetings with the Management Team to stimulate teamwork, identify and address gaps, empower the team, and celebrate achievements. <p><u>Sound partnership with internal and external stakeholders</u></p> <ul style="list-style-type: none"> • Partner with business leaders to understand priorities, manage expectations, and ensure alignment. • Develop and maintain a trusting and mutually respectful relationship with clients and stakeholders. • Serve as the senior escalation point for delivery-related issues impacting business outcomes. • Communicate delivery status, risks, and dependencies clearly and proactively. • Ensure to manage stakeholders and clients expectations by communicating workflows effectively. • Negotiating service-level agreements with clients.
<p>Benefits</p>	<p>Digicall offers a range of core and value-added benefits to equip and empower you to live your best life.</p> <p>You will benefit from support and assistance that offers you choices and gives you peace of mind, including medical cover, provident fund, funeral cover, long service awards, and learnerships and bursaries.</p>

	Through our employee wellness and recognition programmes, we foster a workplace where every individual is supported, celebrated, and empowered to shine.
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APPLICATION DETAILS:

Should you meet the requirements of this position, please complete the application via the link, no later than close of business **on Thursday, 30th April 2026.**

LINK:

Email application:
SUBJECT LINE: Application Role Name & Surname careers@digicallgroup.co.za

Important Note: For all internal applicants, please ensure your line manager is informed of your application. Where applicable, line managers will also be formally notified as part of the process

NOTE:

- For all internal applicants, please ensure your line manager is informed of your application. Where applicable, line managers will also be formally notified as part of the process.
- It is company policy to attempt to fill vacancies from within the group before considering suitably qualified external applicants.
- Short-listed candidates will go through an evaluation process.
- Should you not receive feedback within two weeks of the closing date, please consider your application unsuccessful and look out for future opportunities at Digicall.

**Kind regards,
The HR team**