



JOB SPECIFICATION FOR

Head of Delivery

in partnership with

trānsfōrmārī

YOUR TALENT PARTNERS FOR TRANSFORMATIVE IMPACT

ABOUT US

Gratia is a tech-enabled superanalysts platform that provides on-demand, pre-vetted analysts to clients and apprenticeship-as-a-service to analysts.

On the demand side, Gratia delivers end-to-end analysts-as-a-service: sourcing high-potential candidates, assessing their skills, providing structured feedback, matching them to client projects, supporting their development, and ensuring consistent delivery of high-quality work.

On the supply side, Gratia is building a scalable, platform-based analyst training program to democratize opportunities for aspiring analysts. By focusing on skills and apprenticeship - rather than pedigree - we are re-shaping how talent is discovered, trained, and connected to real-world opportunities.

Gratia's secret sauce is in upskilling and apprenticeships. Through our Apprenticeship Program, analysts gain continuous development and mentorship, driving both retention and delivery quality.

To learn more, visit us at <https://www.gogratia.com>.

OVERVIEW AND ROLE DESIGN

As Head of Delivery, you will be responsible for ensuring the excellence, scalability, and innovation of Gratia's delivery engine. You will lead the design of analyst delivery processes, oversee recruiting (from sourcing, assessment, to onboarding), screening and assessment, guide talent management initiatives, and ensure the consistent quality of outcomes for our clients.

This is both a strategic and operational leadership role: You'll define and refine processes, align product and technology with delivery, and build scalable systems to ensure our analysts are continuously developing their leadership and technical skills—while clients consistently receive exceptional work.

In addition, this role has a broader talent management and development mandate: building the systems and practices that attract, retain, and grow world-class analysts, similar to the way leading consultancies invest in their people. You will be responsible for strategically designing and operationalizing talent development programs, building community, and ensuring analysts have the resources and mentorship to thrive.

The Head of Delivery will report to Gratia's Co-Founder and COO, [Sarah Tomita](#), and partner closely with Gratia's Product, Technology, and Talent teams. As Gratia grows, this role has the opportunity further to expand in scope, overseeing larger delivery and operational teams.

Recruiting

- Oversee recruiting strategy, including:
 - Evaluating, building, and optimizing the screening criteria and assessments that ensure consistent outcomes from analyst candidates (e.g. determine “what good looks like,” how we find it, and how we measure it).
 - Evaluating and optimizing sources of analyst candidates (including ROI for each source)
 - Directly interviewing and assessing candidates.
- Own a data-driven approach to grow the analyst pool and ensure analyst recruiting targets are met.

Delivery Excellence

- Oversee and optimize staffing of analysts on client projects and ensure overall client satisfaction (e.g. account management)
- Build and develop a standardized process and best practices for credentialing analysts and matching analysts to client projects.
- Collaborate with product/tech team on platform for housing data on analyst profiles, skills, and project history to enable precise future matching, ensuring delivery requirements are embedded in Gratia's in-house tech platform
- Ensure analyst utilization targets are met.

Talent Management & Development

- Design the Gratia Analyst Lifecycle, defining and implementing the value proposition at each stage:
 - Build and develop a standardized onboarding program for analysts
 - Build and develop ongoing training programs for analyst upskilling
 - Build and develop analyst career development frameworks and progression pathways
- Lead initiatives to strengthen mentorship, peer learning, and community engagement within the analyst pool.
- Design and execute systems for ongoing feedback, evaluation, and career growth, drawing on practices from leading professional services firms, while tailoring them to Gratia's culture.
- Ensure analyst retention targets are met.

ABOUT YOU***What You'll Contribute:***

- Excellent business judgment (a commercial mindset) and superb problem-solving skills, especially as it relates to talent management and stakeholder management.
- Strategic systems thinking to design scalable delivery processes (a strategic thinker who can get to "yes" today – in a way that is sustainable and aligned with future vision and goals).
- A track record of balancing data-driven rigor and measurement with innovation to ensure delivery quality.
- Empathetic leadership to support a diverse analyst pool.
- Adaptability in a fast-paced startup environment with evolving client and platform needs.
- Entrepreneurial mindset (a desire to build) and comfort navigating ambiguity in a rapidly changing organization.

Knowledge, Skills, and Abilities for Success:

- Strong organizational and communication skills, with the ability to synthesize complexity into clear action.
- Data-driven with fluency in digital platforms, data tools, and collaborative software.
- Hands-on people management and talent management skillset, including significant experience recruiting, interviewing, assessing and developing talent
- Experience in process design, assessment frameworks, and L&D integration.
- Comfort with ambiguity and passion for building new systems.
- Ideally, experience integrating talent development, community management, and client-facing project delivery into a seamless system.

Successful Candidates Will Likely Demonstrate:

- Bachelor's degree in a relevant field; MBA or equivalent experience preferred.
- 7–10 years of experience as a strategy consultant at a recognized professional services firm, with strong exposure to talent development and client delivery.

- Proven ability to design and scale delivery processes for diverse, global talent pools.
- Experience developing structured training resources and delivery strategies for junior to mid-level consultants.
- Strong leadership and people management skills; ability to inspire and optimize teams.
- Comfort operating at both strategic and tactical levels in a high-growth, fast-paced environment.

OUR CULTURE

If the following describes you, we would be very excited to connect with you:

- You are excited by the challenge of helping Gratia scale rapidly while ensuring we remain true to our mission.
- You're energized by joining a team in its early stages where you can actively shape every aspect of the organization as it grows.
- You thrive in a fast-moving, dynamic environment, balancing client delivery with organizational growth.
- You value working in a global, inclusive, and diverse community where different perspectives are celebrated.
- You believe in continuous learning, accountability, and leveling-up: for yourself, your peers, and the analyst community you support.
- You enjoy fostering a community of practice where people learn from one another and share knowledge openly.
- Most importantly, you want to be part of building - not just joining - a culture. At Gratia, you'll help define how we work, learn, and grow together.

TRAVEL AND FLEXIBILITY

- This role is fully virtual globally, with a strong preference towards geographies that overlap with U.S. time zones for collaboration with the leadership team.
- The successful candidate will need the ability to work across time zones and adjust availability to support global clients and analysts.
- Occasional travel may be required for client engagements, team offsites, or industry events.

OUR COMMITMENT TO DIVERSITY

Gratia is committed to creating a diverse environment and is an equal-opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ethnicity, religion, gender, gender identity or expression, sexual orientation or preference, national origin, disability, age, or any other protected status. We consider qualified applicants in a manner consistent with federal, state, and local laws. We strongly encourage people of color, immigrants, queer and gender nonconforming people, and those with different abilities to apply.

**** if you are interested in this position, please reach out to hello@transformari.com ****

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Transformari helps clients navigate change by partnering with them to design teams, recruit leaders, and develop talent. Led by former operating executives, practitioners, and consultants, we draw on our experience and depth of expertise to serve our clients.