



LIFECARE CONNECT

AN ANCESTRA GROUP COMPANY · NIGERIA & AFRICA

WE'RE HIRING

Operations & Service Delivery Manager

LOCATION Uyo, Akwa Ibom State, Nigeria (on-site)	EMPLOYMENT TYPE Full-time, permanent
DEPARTMENT Operations & Service Delivery	REPORTS TO Business Development Team
APPLICATION WINDOW 1 November – 31 December 2026	TARGET START DATE 4 January 2027

ABOUT LIFECARE CONNECT

LifeCare Connect Nigeria Limited is the CAC-registered umbrella commercial entity through which every Group platform is marketed, contracted and delivered in Nigeria and across Africa. It sits under the Ancestra Group parent brand, alongside LifeCare Medical Group. The Group operates five platforms, three of them in active focus: Ancestra Health (a full health-tech suite — Telehealth, EHR, ClinicOS, Hospital Management OS, Lab Management OS), QualiSentinel (a quality-management SaaS product, also offered as an outsourced Quality Management as a Service), and JAPAC Accreditation (laboratory, testing and certification-body accreditation services). Two further platforms, OneHealth Sentinel and NCD Sentinel, are secondary, longer-lead opportunities pursued primarily through a government and public-sector sales motion. Contracts, invoicing and local employment all run through LifeCare Connect — there is no separate Employer of Record. We are opening our founding operations base in Uyo, Akwa Ibom State, with a start date targeted for January 2027, and are building the launch team that will get every part of that office running from day one.

ROLE OVERVIEW

The Operations & Service Delivery Manager owns the Group's day-to-day service delivery across every client engagement — staffing, capacity, handover, issue resolution and service-level performance — executing the Operations & Service Delivery SOP series the Group has already documented, and building the launch team's field and delivery capability from Uyo.

KEY RESPONSIBILITIES

- Own the Operations & Service Delivery SOP series: service-team staffing and scheduling, capacity planning and cross-engagement resource allocation, and service-delivery handover and phase-transition control.
- Own delivery-issue triage and escalation control, service-level performance tracking, and operations-continuity coverage for single points of failure.
- Hold authority to reassign staff between engagements, resolve resourcing conflicts and activate continuity coverage within approved tiers.

- Own Operations-specific nonconformity and corrective action handling, support internal audits of operations records, and provide Operations' input to the Company-Wide Management Review.
- Oversee day-to-day service delivery for client engagements across Ancestra Health, QualiSentinel and JAPAC Accreditation.
- Coordinate the Uyo office's field and service teams, including logistics support for JAPAC Accreditation site assessments.

REQUIREMENTS & QUALIFICATIONS

- Bachelor's degree in Operations Management, Business Administration or a related field.
- A minimum of 5 years' operations or service-delivery management experience, ideally in a multi-client, service- or project-based environment.
- Strong organizational, scheduling and problem-solving skills.
- Experience managing SLAs, resource planning and cross-functional coordination.
- Familiarity operating within an ISO 9001 quality management environment is an advantage.

WHAT WE OFFER

- Ownership of service delivery across the Group's active platforms from the Uyo launch.
- A documented operating framework rather than an undocumented start-up scramble.
- Direct coordination with Sales, Quality, IT and Finance from day one.

HOW TO APPLY

Send your CV and a short cover note to careers@lifecareconnect.ng with the position title in the subject line. Applications are reviewed on a rolling basis; early applications are encouraged as interviews may begin before the window closes.

Compensation: Competitive salary, commensurate with experience.