

Job Opening for Business Operations Manager

Bilihome is a growing MedTech start-up company, driven by meaningful innovations in fostering the transition of intrusive clinical care into natural care for newborns with jaundice. Our core is passion, and we see diversity as normality. Bilihome looks for someone eager to become the right-hand person to our CEO. The Business Operations Manager will lead and oversee the day-to-day business. While the CEO pays explicit attention to understand and implement the success for tomorrow, the Business Operations Manager's focus is on the operational details necessary for success today. We're searching for a Business Operations Manager, who is an executor with strong entrepreneurial leadership skills and the ability to approach business with a creative point of view.

The ideal candidate has deep experience within our the MedTech industry, preferably having worked the way up to a management role. Yet, the candidate has a pragmatic hands-on approach itself. We believe this trajectory helps a person develop a unique mix of business and management expertise, plus proficiency with procedures in the MedTech industry. All this is with considerate customer interaction in mind and the ramp up of production to generate revenue and healthy growth.

Objectives of this role

- Collaborate with the CEO and other senior leaders to develop an operational strategy that aligns with the company's overall vision and goals.
- Managing the company's day-to-day operations, including supply chain management. They will need to ensure that operations are efficient, effective, and aligned with the company's overall strategy.
- Establish KPIs for each operational area and regularly monitor performance against these metrics.
- Lead the management of company's resources, including personnel, equipment, and materials.
- Ensure customer satisfaction by developing and maintaining relationships with key stakeholders, to achieve efficient supplier management for the full operational chain.
- Ensure compliance with national and local business regulations and take appropriate action when necessary.

Responsibilities

- Analyze internal operations and identify areas for process implementation.
- Implement business strategies and plans that align with the short- and long-term objectives developed in tandem with CEO.
- Oversee operations in sales management to support the commercial side of the business with resources, budgets, and appropriate on- and offline tools.
- Manage capital investments and expenses thoroughly to ensure that the company achieves investor targets for growth and profitability.
- Monitor performance with tracking software and take corrective measures when necessary and prepare detailed updates and forecasts.
- Build and maintain trusting relationships with customers and partners.
- Lead the teams to streamline processes and to generate revenue.

Skills and qualifications

- At least a BSc in Business Administration, Operations Management or related studies
- Five years of experience in a leadership role with goal and KPIs setting.
- Entrepreneurial spirit in a highly regulated medical device environment
- Leadership skills, with a personal of integrity
- Team player, able to work with diverse characters and professions.
- Organizational talent to orchestrate and motivate in an indirect reporting structure.
- Ability to provide operational structure and to introduce and handle appropriate tools (e.g. ERP and CRM)
- Ability to diagnose problems quickly and foresee potential issues.
- Understanding of advanced business planning and its regulatory topics
- Detail-orientation with a solid grasp on data analysis and performance KPIs.
- Dutch and English proficiency
- Preferred international business experience.
- Preferred familiarity with ISO 13485 or FDA 21 cfr 820.

Rewards and Remuneration

Bilihome is located in the province of Gelderland in The Netherlands. In this leading position of the company, you are in the driver seat of operation's excellence to achieve business growth. This gives you visibility to internal and external stakeholders!

- You are part of the management team of the company.
- You will actively participate in shareholder update meetings.
- You will have exposure to industry networks.
- You work in a dynamic environment with a fun and dedicated team.
- You work in a business environment, where diversity is normality.
- Your responsibility to drive the business still gives you the flexibility to partially work remotely and to arrange your workday around the needs of the business with your personal life in mind.
- Your financial remuneration is a competitive salary.
- You are entitled to 25 vacation days and 8 percent vacation pay.
- You are entitled to SAR (Share Appreciation Rights) via an SAR agreement.
- You as Business Operations Manager have a clear development plan to become the Chief Operational Manager of the company.
- You will enhance your career attractiveness from day one with your consistent personal growth in an end-to-end business operation.

If you got inspired and you think that this position is for you, hurry to apply for this role! We are curious to meet you!

Please send your application to Yvonne Sijm (yvonne@healthinnovations.nl).

Your Bilihome team

