

## Healthy Entrepreneurs is looking for a Chief Operations Officer



In Sub-Saharan Africa, over 600 million people lack access to basic healthcare. Reaching the last mile with essential healthcare services is challenging, as professional healthcare providers are lacking, and products and medication are often unavailable, too expensive or of poor quality. To solve this problem, Healthy Entrepreneurs was founded in 2012.

Healthy Entrepreneurs is a social enterprise with more than 10 years of experience in offering health services in rural areas in African countries. With our network of 18,000 Community Health Entrepreneurs, more than 20 million people in Burundi, Burkina Faso, Kenya, Tanzania, and Uganda benefit from the home-based care services offered.

In the coming 7 years, Healthy Entrepreneurs will expand its network to at least 250,000 Community Health Entrepreneurs, serving more than 300 million people in 20 countries. The portfolio of health products and services will further expand, using technology and other tailored innovations. By 2030, Healthy Entrepreneurs aims to be the leading last mile service delivery organization for primary healthcare in Sub-Saharan Africa.

To realize our ambitions, we need a Chief Operations Officer (COO), who is responsible for the creation and expansion of the Healthy Entrepreneurs operations in multiple countries in Sub-Saharan-Africa. He or she builds a solid backbone for the ambitious growth plan of the organisation. The COO is responsible for the expansion of the network of CHEs, establishing new (country) operations, a harmonized way of working for all operations, operational excellence, use of systems and cost control. The COO is an organisational engineer who has relevant experience with scaling operations or management of operations in multiple Sub-Saharan countries. The COO is part of the international leadership team.

### **The position**

The position holds the following responsibilities:

1. Operational excellence
  - Development of strategies to build and manage operations, distribution and customer processes and systems at optimal costs
  - Effectively implementing operational strategies, systems, and procedures
  - Harmonization, control and quality of processes
  - Compliance of all country operations with HE procedures and guidelines.
2. Building operational teams at national and global level
3. Expansion of the network of Community Health Entrepreneurs in all countries
4. Creation and set-up of new operations in new countries
5. Pilot projects and implementation of new ways of working
6. Driving the (intra)organisational learning agenda
7. Human resource and organizational development in all countries
8. Legal and administrative matters in all implementing countries
9. Works closely with the Chief Technology Officer on systems and use of IT
10. Integrate all solutions and improvements in Healthy Entrepreneurs' ERP system, Odoo
11. Monthly performance evaluation of start-up country offices
12. Set operational targets for all country offices and monitor country performance
13. Guide the organization in its trajectory to become a profitable enterprise

Date 18<sup>th</sup> of July 2023

### **Place of assignments**

For this fulltime position, there is no place of assignment defined but Utrecht, Netherlands or one of the Healthy Entrepreneurs country offices is preferred. Regular travel to and/or within Africa is required.

### **Qualifications and profile**

We are looking for a Chief Operations Officer with the following characteristics:

- Master of business administration, process engineering, or other relevant degree
- Minimum 10 years of relevant experience in successfully scaling businesses or building operations in multiple countries
- International business and organisational development, process engineering and (IT / ERP) system implementation
- Performance-minded, and an entrepreneurial business spirit
- Experience with structuring and professionalizing organisations in their scale up stage
- Strategic, process thinking, and resilient professional with broad cultural understanding
- Intrinsically driven to contribute to social impact globally
- Willingness to travel up to 40% of the time
- Affection and experience with working in Sub-Saharan Africa
- Available on a fulltime basis
- Fluent in English (both in speech and in writing)
- French speaking is preferred
- Health background in combination with relevant business experience is preferred

### **Key competencies**

Key competencies for the position are:

- Accountable
- Builder
- Business minded
- Energetic
- Excellent and open communication
- Collaborates effectively across cultures
- System thinker
- Builds relationships
- Process excellence
- Resilient
- Result-driven
- Planning and organisation
- Structured
- Streamlining

### **What we offer**

A loyal, dynamic, and ambitious work environment. A team that wants to make a difference and create global impact! And an opportunity to take full responsibility and ownership to further develop of both the organization, personal skills and expertise at the same time. Remuneration is conform market standards.

### **More information**

For more information or to submit your application, please check [www.healthyentrepreneurs.com](http://www.healthyentrepreneurs.com) or reach out to [nicole@healthyentrepreneurs.nl](mailto:nicole@healthyentrepreneurs.nl). Please ensure your resume/CV and motivational letter are sent in by August 28<sup>th</sup> 2023.