Job offer

Ref. 2026A001410

ERTP IS RECRUITING FOR ONE OF ITS CLIENTS

Head of Operations

LOCATION	CONTRACT	EXPERIENCE	LANGUAGES
Brussels	**Full-time**	**7+ years**	**Dutch, French and English**

About the company

A Belgian HR tech scale-up, experiencing strong growth and building a multi-product platform. It combines fintech, HR Tech and innovative product design to serve companies and their employees.

Your advantages first

- ✓ Optimized purchasing power
- ✓ 30 days off per year: 20 legal holidays + 6 ADV/RTT + 4 extra company days
- ✓ A mobility budget
- ✓ Homeworking flexibility with days of remote work and a monthly allowance
- ✓ Work from abroad up to 4 weeks a year (after 6 months)
- ✓ A cool and informal atmosphere
- ✓ Unlimited learning opportunities (languages, personal growth, hard skills,...)
- ✓ Hospitalization insurance covering you and your family
- ✓ Internal mobility regularly an option for anyone looking to evolve or change jobs or departments
- ✓ A yearly trip with all colleagues

Your Team in a Nutshell

As Head of Operations, you are responsible for ensuring that the company delivers an outstanding operational experience to every customer, every partner and every end user.

You define and execute the operational strategy, transforming Operations into a true business enabler supporting the company's ambitious growth plans.

You lead the Customer Operations organisation, including the Customer Care Team Lead and the Customer Care Experts, while closely collaborating with Product, Tech, Sales, Marketing, HR and Finance to continuously improve customer journeys.

You combine operational excellence, leadership, customer obsession and data-driven decision-making to build scalable operations ready for the next stage of growth.

What You'll Do

Define and execute the operations strategy

Develop and execute the Customer Operations strategy aligned with the company's ambitions.

You will:

- ✓ Build a scalable Operations organisation
- ✓ Translate company strategy into operational priorities
- ✓ Ensure operational excellence across the customer lifecycle
- ✓ Define long term improvement roadmaps
- ✓ Anticipate future operational challenges
- ✓ Continuously raise operational maturity

Lead and develop the operations organisation

Lead and develop the customer operations department.

Your team includes:

- ✓ Customer Care Team Lead
- ✓ Customer Care Experts
- ✓ External operational partners

You will:

- ✓ Coach a manager and senior experts
- ✓ Create a culture of ownership, accountability and excellence
- ✓ Build succession plans and talent development
- ✓ Ensure the right organisation and competencies for future growth

Deliver Best-in-Class customer operations

Customer operations is one of the company's strongest differentiators.

You ensure every operational process contributes to an exceptional customer experience.

You will:

- ✓ Own operational performance
- ✓ Continuously improve SLA achievement
- ✓ Increase customer satisfaction (CSAT)
- ✓ Improve complaint management
- ✓ Ensure operational consistency across all channels
- ✓ Reduce customer effort through simplification and automation in collaboration with the customer obsession team

Drive continuous improvement

Continuous improvement is at the heart of your role.

You constantly challenge existing ways of working and transform observations into measurable improvements to feed the customer obsession and product team roadmap.

You will:

- ✓ Standardize and formalize operational processes
- ✓ Improve scalability and efficiency
- ✓ Remove operational bottlenecks
- ✓ Optimize knowledge management
- ✓ Introduce Lean and continuous improvement methodologies where appropriate

Build a data-driven operations organisation

Operational decisions should be driven by facts.

You will:

- ✓ Define operational KPIs
- ✓ Build meaningful dashboards
- ✓ Monitor customer trends
- ✓ Analyse root causes
- ✓ Translate data into improvement initiatives
- ✓ Create visibility for senior management

Partner across the company

Operations sits at the heart of the company.

You collaborate closely with:

- ✓ Product
- ✓ IT
- ✓ Sales
- ✓ Marketing
- ✓ Finance
- ✓ HR

You ensure customer insights become product improvements and customer obsession becomes a company-wide mindset.

Manage operational partners

You own relationships with operational outsourcing partners and suppliers.

You will:

- ✓ Ensure contractual performance
- ✓ Monitor operational quality
- ✓ Challenge partners to continuously improve
- ✓ Drive strategic operational partnerships

What You'll Bring

Experience

- ✓ Master's degree or equivalent experience
- ✓ 7+ years of experience in Operations, Customer Experience, Customer Care or Service Delivery
- ✓ Proven experience leading managers and multidisciplinary teams
- ✓ Experience in a fast-growing technology company, fintech, SaaS or scale-up is a strong advantage

Core skills

- ✓ Strategic operational leadership
- ✓ Strong customer-obsession mindset
- ✓ Analytical and data-driven decision making
- ✓ Process optimisation
- ✓ Performance management
- ✓ Change management
- ✓ Strong stakeholder management
- ✓ Financial and operational business acumen
- ✓ Excellent communication skills in Dutch, French and English

Soft skills

- ✓ Inspiring leader
- ✓ Hands-on when needed
- ✓ Structured and organised
- ✓ Strong prioritisation skills
- ✓ Excellent coaching capabilities
- ✓ Entrepreneurial mindset
- ✓ Resilient under pressure
- ✓ Pragmatic problem solver
- ✓ Curious and continuously looking for better ways of working
- ✓ Leads by example

Organisation

Reports to: Chief Operating Officer

Direct reports:

- ✓ Customer Care Team Lead (1)
- ✓ Customer Care Experts (5)

Indirect reports:

- ✓ Customer Care Associates (9)
- ✓ External operational partners (5)

Works closely with all business departments.

What makes this role unique

Operations here is much more than running day-to-day activities, it's at the heart of long term success with a digital approach that keeps personal contact.

It is about creating a world-class customer experience while continuously improving how the company operates.

You will directly influence:

- ✓ Customer satisfaction
- ✓ Operational excellence
- ✓ Employee engagement
- ✓ Digital transformation

- ✓ Process innovation
- ✓ Business scalability

You will help build the operational backbone of a fast-growing fintech company.

Success Metrics (12-18 months)

You will be successful when you have

- ✓ Embedded a culture of customer obsession, increasing satisfaction and reducing customer effort at every touchpoint
- ✓ Achieved best-in-class SLA performance
- ✓ Significantly improved operational efficiency
- ✓ Built a highly engaged and high-performing Operations team
- ✓ Implemented measurable process improvements across the customer lifecycle
- ✓ Increased automation and reduced operational complexity
- ✓ Strengthened collaboration between Operations, Product, Tech, Sales & Marketing team
- ✓ Established Operations as a key business partner, demonstrating strong operational leadership in line with the strategy

How to apply?

1. Create your candidate account on **app.ertp.be**
2. Search for reference **2026A001410**
3. Send your application directly on ERTP

Scan to open the offer

ERTP publishes this offer on behalf of one of its clients. Direct link: https://app.ertp.be/marketplace/jobs?ref=2026A001410