



SYNLAB is Europe's number one medical diagnostic service provider, offering the full range of medical laboratory services for patients, practicing doctors, clinics and the pharmaceutical industry. SYNLAB's reliable local laboratory services are available in more than 40 countries. SYNLAB combines the benefits of a European-wide network with the advantages of a local diagnostic services provider. State-of-the-art technology, novel testing capabilities and an international network of medical professionals means we can offer a catalogue of more than 5000 routine and specialized tests.

SYNLAB Belgium is the leading medical diagnostic company in the Wallonia-Brussels region, with a growing presence in Flanders. We provide complete medical diagnostic services to laboratories, healthcare professionals hospitals and patients, in the clinical biology, anatomical pathology, nutritional and functional biology, and veterinary sectors.

More than 500 employees work daily to provide with quality medical diagnostic services and a high-performance logistics service. A team of 26 diagnostic specialists, doctors and biological pharmacists, anatomical pathologists, and veterinarians are at disposal to healthcare professionals to advise and answer any question. With its 5 medical laboratories (Heppignies, Liège, Brussels, Tournai, and Arlon), one anatomical pathology laboratory (Greater Brussels region) and a network of over 200 blood collection points scattered throughout the country, SYNLAB is fast, safe, reliable, and always close by.

SYNLAB Belgium is looking for a:

CHIEF OPERATIONS OFFICER

YOUR MISSION

As a member of the management team of SYNLAB Belgium, the COO Belgium ensures the most efficient implementation and adaptation of Group processes and procedures from production to logistics with focus on laboratory and diagnostic operations in Belgium to provide the highest level of synergies and to ensure cost leadership, excellent quality standards and compliance with local regulations in close cooperation with CEO and CMO, as well as Laboratory directors & BU Veterinary head. As COO, you report to the CEO Belgium and functionally to the Region North & East COO.

Your main tasks are as follows:

- Ensure the effective implementation of the Group Operation Model in Belgium; adjusting solutions to specific local contexts; ensure the implementation, adaptation and maintenance of efficient processes and products in the lab-organization within Global guidelines; define related KPI's to track results and improvements
- Ensure the efficient integration of newly acquired labs and is responsible for planning layout, staff, processes, and technology for new lab facilities in line with the Group guidelines
- Steer local logistics processes, including assessment of outsourcing potential and ensuring a cost and workflow optimized transport of samples and documents on a national scale based on the Global guidelines developed in the logistics expert working group
- Coordinate and decide on procurement within a pre-defined budget in close alignment with the Group purchasing guidelines
- Actively participate in international working groups and activities directed by the Group COO board to provide both local inputs to the global decision making process and share Belgian best practices
- Oversee the entire Belgian BCP network and the associated resources (nurses, premises, contractual elements), ensuring Operations acts as a business partner towards the commercial organization to meet business goals
- Support the CEO Belgium and the Region North & East COO, as well as the Group operations teams in the exploration and testing of new lab techniques and services to be eventually engineered and offered to the market.



- Develop and leads the direct reports as well as functionally steers and manage the operations functions within the labs
- Ensure the operation of information technology systems of SYNLAB Belgium including IT development, IT systems, Master Data Management and IT integration for new acquisitions in line with the existing Group guidelines
- Ensure that Group environmental procedures are fully implemented; detect potential risks and issues and promptly reports them to the CEO Belgium and to the Group ESG Director. Collect environmental related data and provide quarterly reporting to the Group ESG Director.
- Collaborate closely with the CFO Belgium to ensure an effective controlling process across collecting, monitoring and analysing data on business performance for the various business units
- Generally take an active role in supporting Region North & East transverse initiatives, acts as a role model in delivering successful cooperation across country teams and projects within the Region, thus contributing to achieving success in Region North & East' strategic ambitions.

YOUR PROFILE

- Master in Business Administration or Engineering or proof of practical experience in Business Administration
- At least 10 years of relevant experience in Administration, Management or as a Teams Leader
- Deep knowledge of the medical lab sector is an asset
- Problem solving and customer centricity approach
- Analytical thinker with the ability to leverage data and stakeholder input to drive decision
- Smart and agile with the ability to implement pragmatic action plans
- Strong project management and communication skills
- Good grasp in financials, CapEx and OpEx optimization
- Fluency in French, English and Dutch

OUR OFFER

You work within a Group driven by a spirit of continuous improvement and innovation intended to bring professionalism and operational excellence to the highest level.

Total compensation package in line with your experience, including a company car, health insurances, bonus, pension plan, meal vouchers, laptop, smartphone.

The position is based in Heppignies (Brussels South airport) but requires travel to other SYNLAB Belgium activity centres.

Ready for the challenge?

Send your CV and a cover letter to: recrutement@synlab.be. Your application will be processed quickly and confidentially.