

VACANCY

# Chief Operating Officer

## Requirements

- At least 6 years' related experience
- Project management roles
- software development background
- Streamlining operations expertise
- History of financial administration and control

📍 Utrecht 🧰 Minimum of 6 years experience



**Soulve Innovations helps make patients' treatments as stress-free as possible. They offer easy-to-use, transparent access to personal medical information with MediMapp, a high-tech platform. The Chief Operating Officer will guide the internal team and work with external partners to ensure efficient and high-quality project delivery.**





## ABOUT THE COMPANY

## Solve

**Solve Innovations started as a healthcare consultancy company. Then, its founder Vincent Schot realized that many of the projects could be improved using a scalable, high-tech solution. This is the idea that became MediMapp.**

The innovative application for desktop, iOS and Android allows patients to view their diagnosis and treatment plan, upcoming and past appointments, contact healthcare providers, and more. Patients rely on the single, trusted source to show their accurate and clear diagnosis details, rather than getting lost searching the Internet for information. This is especially valuable for patients with a chronic or life-threatening diagnosis, or with an intense and invasive treatment plan. In any case, MediMapp can contribute to a better overall patient experience.

MediMapp is also user-friendly, and healthcare providers can streamline their patient communications and spend less time on admin and logging tasks. MediMapp contributes to one shared goal for healthcare providers and patients: to provide an improved health outcome for all patients.



# Chief Operating Officer

**The Chief Operating Officer (COO) will work with the CEO to set long-term goals and define a clear strategy. The COO is responsible for all new partner project operations, as well as existing clients. This initially includes product delivery and implementations, customer support, service delivery and all related financial administration and control.**

Once the sales team closes a deal, it is up to Souolve to deliver the project to the agreed timeline and with the desired functionality. To be more efficient and scalable, several improvements to the current operations process are needed. The COO will lead the team to design, implement and maintain these developments.

For each project, the Operations Team needs a deep understanding of the client or partner needs and expectations. These must be clearly communicated to the Product and Tech Teams. Currently there is no standard template for these steps. The Chief Operating Officer will develop the right back-office standardizations and improve the current process, to ensure efficient use of team resources and effective delivery to the client.



Distinguishing between the essential and the ancillary is a key part of this position. As a leadership team member, the COO plays a crucial role in Soulvé's scalability strategy. They will assess implementation capabilities and operations to facilitate the international expansion. This role will also collaborate with Product and Tech Managers, lead the Customer Service Team, and with the CEO, report directly to the Supervisory Board.

The Chief Operating Officer will be successful when processes are both streamlined as well as optimized and maintained to meet client needs. Improvements should decrease turnaround times for projects or features.

This is an ideal opportunity for a results-oriented professional who enjoys getting things done faster and better. They know how to communicate and build relationships with stakeholders, but are mainly driven by process efficiency, project quality and aftercare for clients and internal colleagues. The COO needs valuable soft skills for people management, thrives on meeting deadlines and enjoys Soulvé's technology for success. ■

**Interested?** Soulvé is working with Top of Minds to fill this vacancy. To express your interest, please contact Vivian Linker at [vivian.linker@topofminds.com](mailto:vivian.linker@topofminds.com)

