

Our client is a leading laboratory services provider within a reputed healthcare institution, committed to delivering high-standard healthcare services. To sustain its ongoing growth and success, and to further strengthen its progressive work culture, the company is seeking a results-oriented individual with a passion for excellence for the position of:

CHIEF OPERATING OFFICER (C - SUITE)

Reporting to the Group Managing Director, the selected candidate will be providing overall strategic leadership and direction to the laboratory, ensuring its sustainable growth, operational excellence, and delivery of world-class healthcare services. The COO will be responsible for driving the organization's vision, enhancing financial and operational performance, maintaining regulatory compliance, and fostering a culture of innovation, patient-centered care, and continuous improvement.

1. Strategic Leadership & Governance

- Develop and implement the laboratory's vision, mission, and long-term strategic plans in alignment with the Board's directives.
- Drive organizational growth through new business opportunities, partnerships and service expansions.
- Provide regular updates and reports to the Head of Institution, Board of Directors on performance, risks, and opportunities.

2. Operational Excellence

- Oversee all laboratory operations, ensuring efficiency, quality and patient safety.
- Ensure effective integration of clinical, laboratory, logistics and administrative functions to deliver high standards of care.
- Establish key performance indicators (KPIs) to monitor, evaluate and enhance service delivery.

3. Financial & Resource Management

- Prepare and manage annual budgets, ensuring financial sustainability and cost efficiency.
- Drive revenue growth through service diversification and optimal utilization of resources.
- Oversee procurement, infrastructure and technological investments to ensure long-term value creation.

4. Quality, Compliance & Risk Management

- Ensure compliance with national and international healthcare and laboratory standards.
- Oversee accreditation processes and regulatory audits.
- Implement effective risk management frameworks to safeguard organizational reputation and patient safety.

5. Human Capital & Organizational Development

- Lead, inspire and develop the senior leadership team and workforce.
- Foster a culture of accountability, innovation and continuous professional development.
- Oversee talent acquisition, succession planning and retention strategies to build a strong and motivated team.

6. Technology & Innovation

- Drive digital transformation through adoption of Hospital Information Systems (HIS), Laboratory Information Management Systems (LIMS) and emerging healthcare technologies.
- Encourage innovation to improve diagnostic accuracy, turnaround times and patient outcomes.

7. Stakeholder & External Relations

- Build and maintain strong relationships with government authorities, healthcare partners, regulators and community stakeholders.
- Represent the hospital in public forums, conferences and industry associations.
- Ensure patient-centered care by addressing concerns, enhancing service experience and improving accessibility.

The Ideal Candidate Profile

- A Bachelor's degree or professional qualification in Business Administration / Management or related field. MBA from a recognized institution is highly preferred.
- Minimum 10–15 years of progressive experience in laboratory operations, with at least 5 years in a senior management role.
- Strong knowledge of laboratory regulations, quality management systems, and operational workflows.
- Proven leadership, strategic planning, and financial management skills.
- Strong analytical and problem-solving abilities.
- Effective communication and stakeholder management.
- Ability to drive change and implement process improvements.

An attractive and negotiable remuneration package will be on offer to the selected candidate.

Please forward your complete resume in PDF format with contact details of two non-related referees with a cover letter to mslrcv@sltnet.lk within 14 days of this advertisement quoting MSL Reference No. 8165 in the subject line of your e-mail.

**MSL Management
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