

Drive excellence. Deliver Impact. Lead with vision - Transform experiences.

Our client is a leading and reputed healthcare provider, with a mission to deliver high standard healthcare for both local and foreign patients. They are seeking a dynamic and outstanding individual with a proven track record to join the company as

CHIEF OPERATIONS OFFICER

Key Responsibilities

- **ENGINEERING & MAINTENANCE**

Oversee all engineering operation, facility maintenance, infrastructure management, and ensure a safe, efficient and sustainable hospital environment.

- **SECURITY SERVICES**

Ensure a safe and secure environment for patients, visitors, and staff through effective security strategies, compliance and risk management.

- **TRANSPORT SERVICES**

Manage transport operations to ensure safe, reliable and timely transportation service for patients, staff and hospital operations.

- **FOOD & BEVERAGES SERVICE**

Lead food & beverages operations to deliver high-quality, safe and nutritious meals while ensuring cost-efficiency and excellent service standards.

- **CUSTOMER EXPERIENCE**

Drive a customer-centric culture and enhance patient satisfaction by leading strategies and initiatives that elevate the overall experience.

- **PATIENT SERVICE (END-TO-END)**

Oversee Customer Care, Admission, OPD and in Patient Services to ensure seamless patient journey, operational excellence, and quality services delivery.

The Ideal Candidate Profile

- Bachelor's Degree or Master's Degree in Business Administration, Health Administration, Engineering or a related discipline from a recognized institution.
A postgraduate or professional qualification in Healthcare Management, Operations Management or a related field will be an added advantage.
- Minimum 15+ years of progressive leadership experience, with at least 5 years at a senior leadership/C-suite level in a large healthcare organization or a complex service industry.
- Proven track record in managing multiple operational functions and driving performance excellence.

LEADERSHIP PROFILE

- Strategic thinker strong business acumen and operational expertise.
- Exceptional leadership and people management skills.
- Strong financial analytical skills with a focus on results.
- Excellent communication, negotiations and stakeholder management skills.
- Passion for service excellence and continuous improvement.

An attractive and competitive remuneration package, commensurate with qualifications and experience, will be offered to the successful candidate.

Please forward your complete resume in PDF format, along with a recently taken photograph and the contact details of two non-related referees, to mslrcv@sltnet.lk within 10 days of this advertisement. Kindly quote the MSL Reference No. 8263 in the subject line of your email.