



HEAD OF USER OPERATIONS

LOCATION: Lisbon (with regular travel requirements)

REPORTING TO: Group C-Level Executive

OVERVIEW:

Ascendum is establishing a new User Operations unit focused on providing high-value advisory services to our customers. These services include insights derived from machine and fleet data, on-site advisory, electrification journey guidance, monthly performance reviews, end-to-end site analysis, and optimization planning. The Head of User Operations will play a critical role in defining, leading, and implementing the strategy and governance framework for this unit on a global scale.

KEY RESPONSIBILITIES:

1. Strategic Leadership:

- Oversee the governance framework and establish global best practices for the User Operations unit.
- Make strategic decisions to align the unit's goals with Ascendum's core processes while allowing for regional flexibility.
- Define sales strategic priorities for the new User Operations services and collaborate with local teams to identify target customers and market opportunities.

2. Operational Management:

- Hold regional teams accountable for performance and adherence to established guidelines.
- Regularly review and assess the effectiveness of User Operations activities and implement continuous improvement strategies.
- Provide expert guidance and support for the implementation of value-added services aimed at increasing customer loyalty and improving operational efficiency.

3. Performance Monitoring and Reporting:

- Report directly to the board, providing regular updates on the User Operations unit's progress, challenges, and key achievements.
- Facilitate monthly performance reviews based on customizable fleet management reports.
- Collaborate with customers and internal teams to detect inefficiencies, identify root causes, and develop actionable recommendations.

4. Customer-Centric Advisory:

- Lead the development and delivery of detailed assessments of client site operations, including workflow, processes, and equipment usage.
- Oversee the creation of customized optimization plans and support the collaborative implementation of recommended changes.
- Ensure that the User Operations unit's activities translate into measurable improvements in customer operational efficiency and loyalty.

QUALIFICATIONS:

- Master's degree in business administration or a related field.
- Minimum of 10 years of experience in operations management, strategy development, or a similar leadership role.
- Proven experience in the construction equipment industry or related sectors.
- Demonstrated expertise in overseeing multi-regional operations and implementing governance frameworks (preferred).
- Experience in consulting or sales roles aimed at improving customer profitability through managed solutions.

SKILLS AND COMPETENCIES:

- Strong interpersonal and communication skills to effectively work with regional teams and diverse stakeholders.
- Exceptional strategic thinking and problem-solving abilities.
- Proficiency in English.
- Solid understanding of data-driven decision-making processes and fleet management systems.
- Strong ability to drive collaboration and foster customer-focused innovation.

WHY JOIN US? By joining Ascendum as the Head of User Operations, you will be at the forefront of building and leading a strategic initiative that enhances customer value and drives operational excellence. This is a unique opportunity to shape the future of our advisory services and make a significant impact within a global organization.

APPLICATION PROCESS: To apply, please submit your resume and a cover letter detailing your qualifications and vision for the User Operations unit to corporate.recruitment@ascendum.pt.