



ROLE: Global Service Operations Manager
LOCATION: London, UK
TYPE: Full-time, permanent
EXPERIENCE: Mid-Senior level
SALARY: Competitive

Recruitment campaign: Starts 18th December 2018, Finishes 16th January 2019

BIMA OVERVIEW

BIMA is one of the fastest-growing impact and tech companies in the world. We use disruptive mobile technology to bring insurance and health services to consumers at the bottom of the pyramid, on an unprecedented scale. In just six years, we've built a customer base of over 26 million subscribers in 15 countries across Africa, Asia, Latin America and the Caribbean.

The company is led by a dynamic group of entrepreneurs who are committed to disrupting the traditional insurance industry and democratizing access to vital services for billions of under-served families around the globe. In addition to being a recognized leader in innovation and inclusion, BIMA is one of the most attractive emerging market and insurance tech investment opportunities in the world.

Joining BIMA at this stage provides an opportunity for you to truly influence the strategy of a global, growing business. We are a vibrant company where ideas and passion are welcomed and you get real responsibility from day one.

We have brought together top-quality talent from the worlds of consultancy, development, technology, telecoms, health and finance to create a company like no other. Personality is just as important to us as experience; we are looking for intelligent, ambitious and adventurous individuals who thrive in a fast-paced environment without ego. If this sounds like you, we encourage you to apply.

Please visit www.bimamobile.com to learn more about BIMA, our team and the success and impact we've had so far. Also check out what others think about BIMA, such as:



- Awards e.g. [MasterCard Foundation Global Prize](#), [Mondato Asia Social Impact Awards](#), [Africa Business Awards](#) and the [FT Transformational Business Award](#)

- Global media coverage e.g. [CNBC](#), [The Economist](#), [Wired](#), [Financial Times](#), [The Guardian](#)

- Industry rankings e.g. [FinTech 50](#), [2015 Nordic Fundraising review](#)



OUTLINE

This is a fantastic opportunity to join one of the fastest growing Impact and Tech companies at a really exciting time in its journey. We are looking to build up our Global team with smart people who are ambitious, work well independently and in teams, are not looking to be behind a desk all day and are passionate about working in a company aiming to improve the lives of millions at the grass root level.

Reporting directly to the Global COO, this role will be critical in delivering on our hugely ambitious plans over the next few years. It is a great opportunity to take on operational and commercial responsibilities in a fast-growing entrepreneurial environment.

RESPONSIBILITIES

The Global Service Operations Manager is responsible for coordinating the back office operations (Customer Service, Claims Management and Quality) across our 15 markets including:

- Working with our local teams to build a consistent, world class customer service, claims and quality functions in all our markets
- Creating and sharing best practice customer service, claims and quality policies, processes and systems across all our markets
- Creating strong reporting and governance to ensure that we are delivering our target customer experience across all markets

We are looking for a self-starter who thrives in an entrepreneurial environment and is looking to make a real difference in the world. You will be highly organised, creative, diligent and able to deliver on projects independently. We can offer in return a fast-paced and exciting work environment where you will be challenged every day.

SKILLS AND EXPERIENCE

- Over 3 years' experience in operations management
- Experience in large scale consumer businesses beneficial
- Strong leadership abilities: Ability to influence and motivate a global organization and manage a diverse range of stakeholders
- Passionate interest in using innovation to fuel financial inclusion – by disrupting the global insurance and health industries
- Experience ideally in a startup or dynamic operational environment where you were happy to problem solve and devise solutions on the go
- A love of travel...



WHY BIMA?

BIMA has a very distinct culture. We like people who are smart and independent, but we don't like ego. We share our ideas as readily as we do our opinions, and are respectful when doing so. We are driven and ambitious but most importantly we never lose our sense of humour.

Everyone in the BIMA team shares a passion for adventure. We look for bold people who love to travel, experience different cultures and try new things.

Our recruitment process is rigorous, but it has helped us build an impressive, dynamic team that shares a strong bond. If you match the profile described above we want to hear from you.

**Please send a CV and a cover letter to careers@milvik.se
Note that applications without a cover letter will not be considered.**