

Head of Business Operations in Toll Operator, Sund & Bælt

Would you like to lead a team responsible for the collection of road tolls, including the toll facility at the Great Belt and the road toll scheme for heavy goods vehicles? Do you have experience in leading employees and ensuring efficient operations and high quality in a legally regulated environment? Are you motivated by developing both people and processes? Then you may be our new Head of Business Operations in Sund & Bælt's operator business.

The position

Business Operations is a newly established team within Toll Operator in Sund & Bælt's Tolling Division. Tolling is an IT-based business that operates and develops the digital road tolling systems and payment solutions of the future. Business Operations is responsible for the day-to-day management and operation of Sund & Bælt's operator schemes, which include Environmental Zones, road tolls for heavy goods vehicles, and the toll facility at the Great Belt. The area is characterised by many internal and external interfaces and clear requirements for correct toll collection, quality, legal compliance, efficient operations and business development.

As Head of Business Operations, you have overall responsibility for the professional and people management of the team and play a central role in the tactical and operational management of the area in close collaboration with other managers and key stakeholders. The team consists of eight employees, including a team leader. Four of the employees will report directly to you.

Areas of responsibility

You have overall responsibility for efficient operations, strong KPI management and continuous improvements and business development within the area. You ensure that employees have clear frameworks, priorities and competencies to carry out their tasks in accordance with applicable legislation, cooperation agreements and core processes. Your key responsibilities include:

- Overall people and professional management, including coaching, feedback and competence development
- Prioritisation, management and follow-up of tasks with a focus on quality, progress and resource utilisation
- Establishment and maintenance of processes, instructions and governance for the operator schemes
- Efficient and data-driven operational management
- Preparation and maintenance of cooperation agreements with authorities and EETS providers (providers of electronic solutions for road toll payment across Europe)
- Handling of access to information requests and KPI reporting
- Dialogue with authorities at tactical and operational levels
- Budget and financial responsibility
- Supporting business development and delivery of new projects

Your background

We imagine that you have a relevant professional background and experience from an organisation where legislation, business and digital solutions work closely together. You have experience working with legislation, digital products and IT projects and thrive in the role as a link between business and IT, where you translate needs into business and functional requirements for new IT systems. We place emphasis on the fact that you:

- Have experience in people management in an authority-related organisation
- Have solid experience with process management and administration in a legally regulated area
- Have worked with financial management, budget responsibility and systematic follow-up
- Are used to working at a tactical level and creating overview and prioritisation
- Have experience collaborating with authorities and external stakeholders

You as a person

As a manager, you are clear, calm and decisive – also when there are many demands and short deadlines. You are able to create overview and structure in complex tasks and ensure that both people and operations work together in everyday practice. We place emphasis on the fact that you:

- Thrive with management responsibility and are confident in making decisions and setting direction
- Work in a structured and systematic manner with a focus on quality and progress

- Have an analytical approach and can translate complex requirements into clear frameworks for the team
- Communicate clearly and inclusively and build trust in collaboration
- Are persistent and follow up to ensure tasks and agreements are completed

What do we offer

You will become part of an organisation with an important societal mission and a professional working environment. We offer:

- A meaningful management role with broad professional scope and responsibility
- A strong professional environment with dedicated and competent colleagues
- Health and dental insurance
- A good pension scheme
- A salary package based on qualifications

The position requires that you expect to be physically present at our office in Halskov 2–4 times per month. In addition, limited travel activity may occur in connection with conferences and participation in relevant networks.

Are you interested?

We strive to be an inclusive workplace with room for diversity. We therefore encourage everyone to apply regardless of gender, age, ethnicity, religion, sexuality or disability.

You can submit your CV and application until the application deadline of **24 June 2026**. We invite candidates for interviews on an ongoing basis.

As Sund & Bælt is the operator of critical infrastructure, obtaining security clearance is a prerequisite for employment.

You are welcome to contact Katrine Hauge Vej-Hansen, Deputy Director, Toll Operator, at kvha@sbf.dk if you have any further questions.

You can find more information about Sund & Bælt on our website www.sundogbaelt.dk.

We look forward to hearing from you.