

MILLAR CAMERON

# Head of Operations

## *Bisedge*



## About *Bisedge*

On behalf of Bisedge, a pioneering force in clean industrial logistics across Africa, Millar Cameron are seeking an exceptional Head of Operations to lead their Nigerian operations and support regional scale-up efforts across West and East Africa.

Bisedge is redefining the industrial logistics landscape by replacing diesel-powered material handling equipment with electric alternatives, fully integrated with proprietary digital fleet management technology. As the exclusive partner of Linde Material Handling – a globally renowned OEM – Bisedge delivers high-performance, low-emission solutions to some of Africa's largest multinationals. With operations across four countries and over 1,000 employees, the company offers Product-as-a-Service models that include full outsourcing, leasing, and direct sales of electric forklifts, supported by trained operators and cutting-edge digital tools.

Bisedge is not only a logistics provider, but a mission-driven organisation aligned with the United Nations Sustainable Development Goals (SDGs). Its impact includes reducing greenhouse gas emissions, promoting inclusive hiring practices (particularly gender diversity), and offering decent, permanent employment contracts that raise the standard of work in the industrial sector.



# Mission and Values

## *Bisedge*

### Our Mission

At Bisedge, we have a bold mission: to electrify the movement of goods and materials in Africa to increase efficiencies and reduce costs.

To achieve this, we are building the end-to-end green logistics services provider in Africa. With our electric equipment leasing services, companies can move their goods from Port to Factory to the end Customer – sustainably and cost-effectively.

### Our Values

We are dedicated to delivering solutions tailored for Africa to drive uptime of more than 90% and drive down the total cost of equipment ownership.





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## Main responsibilities:

Reporting to the Country Head and Director of Bisedge, the Head of Operations will lead all operational functions in Nigeria – Bisedge's largest and most complex market – while also supporting the company's regional growth across West and East Africa through Group Shared Services.

This is a high-impact, strategic leadership role that sits at the heart of Bisedge's mission to deliver high-performance, low-emission industrial logistics solutions. The successful candidate will oversee end-to-end operations, including fleet availability and performance, after-sales service, spare parts and warehouse management, field operations, and data reporting. They will also play a critical role in the deployment of digital tools and standardised processes across sites and geographies.

Joining Bisedge at a pivotal stage of its growth, the new Head of Operations will bring discipline, data fluency, and executional rigour to a fast-scaling, service-oriented environment.





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This role offers the opportunity to embed digital fleet solutions like Linde Connect, improve operational visibility, and elevate reporting standards to support stronger, data-driven decision-making. Additionally, the successful candidate will be empowered to implement best-in-class systems for asset connectivity and operator-machine assignment – initiatives that will further boost safety, compliance, and operational uptime.

Bisedge provides a mission-driven and growth-oriented workplace, committed to innovation, inclusion, and sustainability. As the exclusive African partner of Linde Material Handling and a provider to some of the continent's largest industrial clients, Bisedge offers the right candidate the platform to shape logistics operations at a pan-African level – delivering measurable impact in a clean-tech sector that is transforming how Africa moves.

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## Dimensions of the role:

### **Lead Bisedge's national operations and support expansion in West and East Africa**

The Head of Operations will provide strategic oversight and day-to-day leadership across all operational touchpoints in Nigeria, Bisedge's most mature and dynamic market. This includes close coordination with Group Shared Services to support the company's broader geographic expansion, ensuring operational models, standards, and learnings are successfully adapted and replicated in emerging markets across West and East Africa.

### **Ensure consistent fleet availability, uptime, and service levels**

A core priority of this role is to guarantee that customers experience uninterrupted access to high-performing electric fleets. The Head of Operations will oversee preventive maintenance, real-time performance monitoring, and rapid issue resolution, ensuring maximum equipment uptime and adherence to stringent service-level agreements.

### **Oversee operational reporting and fleet performance analytics**

The role requires the development and continuous improvement of data systems that capture, track, and visualise operational performance. This includes building high-quality, transparent reporting structures that enable leadership to make informed, data-driven decisions. The successful candidate will champion the use of dashboards, KPIs, and predictive analytics to drive operational efficiency and accountability.





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## **Supervise after-sales service, spare parts, and warehouse operations**

The Head of Operations will manage the entire after-sales value chain – from parts availability and inventory management to workshop performance and customer support. They will ensure that both central and decentralised warehouses operate with efficiency and integrity, minimising downtime and optimising supply chain performance across locations.

## **Standardize best practices across sites and geographies**

As Bisedge scales, consistency becomes critical. The incumbent will design and enforce operational protocols and SOPs that deliver reliability and predictability across all operating sites. This includes training teams, auditing performance, and facilitating knowledge transfer to align practices across Nigeria and new markets.

## **Drive the implementation of digital fleet tools and analytics**

Bisedge's competitive edge is underpinned by digital innovation. The Head of Operations will be a key player in deploying and optimising tools such as Linde Connect, ensuring full fleet connectivity and real-time data capture. They will work closely with IT and Data teams to maximise the value of digital platforms for predictive maintenance, asset tracking, and operator performance.

## **Maintain safety, service quality, and labour standards**

Upholding operational excellence means maintaining the highest standards of safety, service delivery, and workforce conditions. This includes enforcing safety protocols, ensuring compliance with labour laws, and promoting fair, inclusive workplace practices. The successful candidate will be a strong advocate for a values-driven approach that aligns with Bisedge's mission and its commitment to the UN Sustainable Development Goals.



## Skills and experience:

### Experience & Background

- 5+ years of proven multi-site operational leadership experience
- Skilled in data systems, dashboards, and reporting tools
- Strong people leadership and cross-functional alignment
- Experience in logistics, fleet services, or industrial operations
- Have a demonstrable background in operational excellence
- Advanced MS Excel and PowerPoint skills

***Must be qualified to degree level, ideally in Engineering or a related discipline.***

### Skills & Attributes

- Systems Thinker – Builds and embeds scalable, repeatable systems for operational efficiency.
- Customer oriented – Committed to delivering exceptional service, enhancing the customer journey, and deepening account value.
- Talent Magnet – Skilled in identifying capability gaps, addressing persistent underperformance, and attracting high-potential, mission-aligned talent to elevate operational effectiveness.
- Change Leader – Leads teams through transformation with strategic clarity, while maintaining operational momentum and focus.
- Data-Literate – Applies analytics to inform sales strategy, forecast accurately, coach effectively, and optimise resource deployment.





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- Quick Learner & Analytically Sharp – Excels at assimilating complex information, particularly in technical environments, and leveraging insights to drive performance.
- Strong Communicator & Trainer – Able to clearly articulate strategy, coach teams, and upskill talent to meet evolving demands.
- Exhibits Gravitas to Engage Stakeholders – Brings presence and credibility to Linde Material Handling and Senior Management.

## Cultural Fit

- Demonstrates strong intellectual curiosity and a passion for continuous learning – thriving in complex, fast-evolving environments.
- Capable of leading through change with agility and calm, maintaining business continuity even amid transformation.
- Embraces a values-driven and collaborative culture, leading with integrity, humility, and a hands-on mindset.
- Exhibits high integrity and a strong work ethic, consistently doing what is right for the business, clients, and team.
- Passionate about developing people and building long-term capability, with a genuine interest in mentoring and growth.
- Fully aligned with an accountability-driven culture, where performance standards and organisational values go hand in hand.



## **Additional** *information*

**Location:**

Lagos, Nigeria

**Travel:**

Limited

**Start Date:**

ASAP

**Direct Reports:**

- Head of Service & Maintenance (Technicians)
- Head(s) of Field Operations (Site Supervisors)
- Head of After-Sales Service & Spare Parts Sales
- Head(s) of Central and Decentral Warehouse Operations
- Data Analysts (Fleet & Ops Reporting)



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## How to apply:

Please send your CV and contact details to Nicki Hallé who will contact you to discuss your application in more detail.

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*Contact: Nicki Hallé*

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M I L L A R C A M E R O N

## Who are Millar Cameron?

Founded in 2007, Millar Cameron is an executive and professional search consultancy that focuses on Africa and other emerging markets.

Our goal is to provide client-centric, tailored executive search, recruitment and strategic advisory. Our international reach paired with local market knowledge enables us to provide our clients outstanding leaders who deliver consistent results, irrespective of geography.

We employ a rigorous research driven search process to identify the best fit for our clients, taking into account both hard and soft skill sets.

Our extensive experience yields a robust approach to market intelligence and a longstanding network of global relationships.





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