

# VP Delivery & Operations (f/m/d)

## About Us

Based in Berlin, Rulemapping Solutions stands for innovation at the intersection of law and technology. Our mission is to simplify, accelerate, and make complex bureaucratic processes transparent for everyone. With our unique Rulemapping methodology and Rule AI, we develop solutions that reduce bureaucratic burdens for companies, make legal access easier for individuals, and enable a new way of thinking about public administration.

Supported by the Federal Agency for Disruptive Innovation (SPRIND), we are shaping the standard for the digitalization and automation of rule-based decision-making processes.

Together with you, we want to drive this vision forward and revolutionize the world of rules and laws!

Rulemapping Solutions GmbH is the operational subsidiary of the Rulemapping Group.

## Your Responsibilities

- End-to-end responsibility for the successful delivery of customer projects, onboarding, and operations – from requirements gathering through go-live to ongoing support.
- Lead and develop an interdisciplinary delivery team consisting of Legal Engineers, Service Managers, and Data & AI Experts.
- Further develop our service and project standards with a focus on scalability, efficiency, and customer satisfaction.
- Build and optimize lean and effective IT service management processes (incident, change, SLA, service request, problem management) based on established frameworks.
- Strategically expand our AI-powered Rulemapping Automation Platform by aligning project delivery, product development, and AI innovation.
- Drive quantitative performance tracking using KPIs, customer feedback, and usage patterns – and derive actionable measures to improve platform and services.
- Ensure compliance with regulations (e.g. GDPR, AI Act, ISMS) in delivery processes, and manage the secure integration of LLM technologies into client solutions.
- Work closely with Product and Tech leadership to continuously enhance our platform and solution packages.
- Collaborate effectively with the Product & Tech and Sales & Business Development teams.
- Represent leadership professionally across the organization and contribute to overall company strategy and operations.

## Your Profile

- A strong, modern leader with a strategic mindset, excellent collaboration skills, and a high level of customer focus.
- Several years of leadership experience in delivery, operations, consulting, or project management – ideally in SaaS, GovTech, or tech-driven environments.
- Solid understanding of IT service management, operations, project delivery, and the intersection of technology, organization, and service quality.
- Experience implementing ITSM processes and working in hybrid teams (technical, subject matter, customer-facing).
- Strong technical understanding; expertise in AI/LLM technologies, data management, or legal tech is a plus.
- Legal background or in-depth knowledge of legal processes.
- Highly analytical and KPI-driven approach to management.
- Excellent communication skills at all levels – from operational coordination to executive engagement.
- Fluency in German and English (C1 level or higher).

## What We Offer

- A key role in shaping the future of a growing GovTech company.
- Flexible working models and a modern company culture.
- Central office in Berlin-Mitte.
- Innovative projects and career development opportunities.
- A dynamic team with plenty of room to shape and contribute your own ideas.
- Attractive compensation package.

Are you ready to become part of an innovative team and help shape the future? Don't wait – apply now! Send your application documents to [jobs@rulemapping.com](mailto:jobs@rulemapping.com).

We look forward to meeting you and achieving great things together!

