

Business Unit Manager (f/m/d)

About Us

Rights Tech, based in Berlin, stands for innovation at the intersection of law and technology. Our mission is to simplify, accelerate, and make complex bureaucratic processes transparent and accessible for everyone. Using the unique Rulemapping methodology and Rule-Based AI, Rights Tech develops services that support dispute resolution bodies in the context of European digital legislation.

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

Rights Tech GmbH, like Rulemapping Solutions GmbH, is a subsidiary of the Rulemapping Group.

Your Responsibilities

- Lead Rights Tech as a full-service provider for dispute resolution bodies across the EU under the Digital Services Act (DSA).
- Take full P&L responsibility for Rights Tech GmbH.
- Drive business development and sales, including identifying new business opportunities and creating tailored solutions for EU-based dispute resolution entities.
- Manage and strategically grow existing customer relationships as part of Key Account Management (KAM) across the full customer lifecycle.
- Build a sustainable network of (potential) clients and key stakeholders.
- Closely collaborate with and manage product and service delivery with the sister company, Rulemapping Solutions, as the tech service provider—ensuring customer-centric solutions, smooth implementation, and long-term satisfaction.
- Represent our offering at events and on social media.
- Build and lead a team for sales and service management.
- Take ownership of service processes and full-service management for B2B customers, including service desk operations, service requests, SLA management, change, incident, and problem management.
- Establish KPIs, analyze user feedback, and continuously improve offerings, providing structured input to product and service teams.

Your Profile

- Strong business acumen, especially regarding budget ownership, cost-benefit analysis, and performance management (P&L responsibility).
- Deep understanding of regulatory frameworks in the EU, particularly the Digital Services Act (DSA), and experience in implementing technology-driven processes to ensure legal compliance.

- Proven experience in building and scaling business units or service lines focused on digital services for public or quasi-public institutions.
- Demonstrated leadership of interdisciplinary teams and management of complex stakeholder environments—ranging from government agencies to private clients and platform operators.
- Solid knowledge of digital platform architectures, operational process design, and delivering service excellence in tech-enabled B2G or B2B contexts.
- Strategic thinker with a hands-on, solution-oriented mindset and diplomatic leadership style.
- Excellent German and English skills (C1 level or higher).

What We Offer

- A key leadership role in a growing company.
- Flexible working models and a modern company culture.
- Centrally located office in Berlin-Mitte.
- Innovative projects and strong career development prospects.
- A dynamic team with plenty of room for 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.

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