

JOB DESCRIPTION

Dovida
Business Controller

Making change, innovation and growth possible



Location:

Heemstede (HQ)

1. DOVIDA, HISTORY

As of March 4, 2025, Home Instead Thuiservice Nederland has been renamed Dovida. Prior to this, Home Instead was part of the Swiss-based Horizon Group, which in turn was part of Honor Technology, USA. In 2025, Horizon Group has decided to separate from Honor Technology and continue under the name Dovida. A new name with the same excellence!

Dovida is represented in the Netherlands, Switzerland, Ireland, France, Australia and New Zealand. The growth is realized by organic growth and M&A. Dovida has the ambition to expand to Asia and the Americas.

2. DOVIDA, THE NETHERLANDS

Dovida has been dedicated to the well-being of senior citizens in the Netherlands since 2011, initially providing non-medical services on a private and PGB basis. Since 2017, it has expanded to offer contracted home care through WMO and WLZ. With around 4,100 employees and 43 locations, Dovida delivers personalized care to seniors across the Netherlands. As the Dutch population ages, Dovida recognizes the growing need for elderly care and provides services such as personal hygiene assistance, household help, medication reminders, and dementia care. Care plans are tailored to individual needs, from a few hours to full-time support, with coordination among doctors, hospitals, and insurance companies. Dovida focuses on building strong relationships between caregivers and clients, ensuring a compassionate and skilled team. Services also include domestic help, relief for family caregivers, palliative care, and support for those transitioning from hospital to home. Through its regional presence, Dovida offers flexible care options, addressing the unique needs of each community.

Dovida is a franchise system in the field of senior care. The services are not provided by the franchise partner itself, but by employed carers. The so called CAREGivers are the heart and soul of the company and provide customers with high-quality care. They are trained and further educated for senior care, e.g. help in the household, support with basic care, care for dementia sufferers and give overburdened relatives a break. Dovida therefore complements outpatient care services. Traditional care services go on tours and only look after people in need of care for a few minutes. Senior care from Dovida, on the other hand, lasts at least two hours. The carer works exclusively according to the customer's wishes and is also available in the evenings, overnight, at weekends and on public holidays.

Dovida is ambitious! In five years, Dovida will be indispensable in Dutch society. To achieve this, services will be further expanded, and initial steps will be taken to approach the private and B2B

market as well. This will be done without compromising the present markets, although the margins are under pressure here.

Dovida Netherlands is one of the largest organizations within Dovida. The overall responsibility is held by the CEO. Over the past year, the CEO has led both the external and internal aspects of the organization. Due to the size of the organization and the ongoing transformation, the need has arisen to appoint a COO who will report to the CEO and lead the senior leadership team: director of HR, director of growth, director of legal, director of finance and regional managers. The CEO remains ultimately responsible and focuses on the external environment of the organization. The COO focuses on the internal side of the organization in terms of results, growth acceleration, efficiency, processes, structures, transformation, team, culture, and people development.

3. BUSINESS CONTROLLER, PROFILE

The Business Controller will be responsible for financial planning, performance analysis, and business reporting. In this role, you will act as a key business partner, providing insights that drive decision-making and support sustainable growth. You will be responsible for budgeting, forecasting, variance analysis, and ensuring financial compliance, while also identifying opportunities for operational efficiency and profitability improvement.

You will collaborate closely with cross-functional teams, including finance, operations, and senior leadership, to align financial goals with business strategy.

Preferred education is RA, RC, BE or Hofam. Senior experience counts also. Business controller (no financial controller) must have experience with WMO and WLZ. Healthcare is a plus.

Be able to calculate business models and –opportunities; manage rolling forecast. Analytically strong, future-oriented and proactive. Works closely with COO (with also financial background). Shows ownership, feeling responsible.

4. RESPONSIBILITIES

Financial Planning & Analysis (FP&A):

- Lead the budgeting, forecasting, and long-term financial planning processes.
- Analyze financial performance and provide insights to support strategic decisions.

Reporting & Monitoring:

- Prepare and present monthly, quarterly, and annual financial reports.
- Monitor key performance indicators (KPIs) and highlight trends, risks, and opportunities.

Cost Control & Efficiency:

- Identify cost-saving opportunities and support initiatives to improve operational efficiency.
- Conduct variance analysis and recommend corrective actions.

Business Partnering:

- Collaborate with department heads and senior management to align financial goals with business objectives.
- Provide financial guidance for business cases, investments, and strategic projects.

Compliance & Internal Controls:

- Ensure adherence to financial regulations, internal policies, and accounting standards.
- Support internal and external audits and implement recommendations.

Process Improvement:

- Drive continuous improvement in financial processes, systems, and reporting tools.
- Implement automation and digital tools to enhance data accuracy and efficiency.
- Manage financial risk and make recommendations to mitigate risks.
- Develop and implement financial policies and procedures.
- Assess financial risks and develop mitigation strategies.
- Support scenario planning and stress testing.
- Implementation and development of new financial software systems in collaboration with Technology & Operations Directors.

Team Leadership (if applicable):

- Lead and mentor junior finance staff or analysts.
- Foster a culture of accountability, collaboration, and performance.
- Act as a liaison between the finance department and the rest of the organization, communicating financial information to stakeholders.
- Train and mentor finance department staff to ensure ongoing professional development.

5. CORE LEADERSHIP COMPETENCIES

- Self-leadership
- Service excellence
- Teamwork & collaboration
- Interpersonal communication
- Adapting to change
- Resilience

6. REQUIREMENTS: EDUCATION, EXPERIENCE

- Minimum 5-10 years' experience in a similar position.
- Proven experience in a similar industry and managing costs around labour in a similar environment.
- Understand Labour Laws and collective agreements.
- Suitable higher qualifications in Accountancy & Finance.
- Demonstrated affinity and experience with working within a hybrid business structure with multiple corporate owned offices or extensive experience at an accountancy firm.
- Knowledge of current legislation and regulations in the field of planning and control for mergers & acquisitions.
- Knowledge of and experience with various financial software packages, NetSuite favoured.
- Experience in making financial budgets and periodic reports.

7. REQUIREMENTS: SOFTSKILLS

- Proven analytical skills.

8. RESPONSIBILITIES ALL EMPLOYEES

- Reflect the core values of Dovida.
- Demonstrate open and effective communication with colleagues and owners.
- Focus on professional and personal development.
- Actively participate in achieving the goals and strategies of our organization.
- Actively commit to and perform their work in accordance with regulations and standards, proactively identifying areas for continuous improvement.
- Participate and contribute to the annual SAP for the different countries.
- Be personally responsible for understanding and complying with all Dovida policies and procedures, including taking reasonable care to ensure that your actions do not adversely affect the health and safety of others.
- Carry out any other duties and responsibilities deemed necessary to ensure that consistent high quality care services are provided to all clients.
- Participate in the preparation and organization of international events.

9. OFFERING

Fulltime job. Excellent employment conditions. Diversity and inclusion is embraced by Dovida. Anyone who recognizes themselves in the profile described above is invited to apply. Please use <https://www.beljonwesterterp.nl> for application.

10. INFORMATION

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