**Group HR Ops Expert User**

Reporting to **Group Head of HR for Operations**

Europe's leading online grocery delivery service. Using technology to deliver weekly shopping (17 000 SKUs) in less than three hours in 15 minute time slots, saving our customers time and giving them freedom and flexibility.

The world needs a better food system, one that is more sustainable, more inclusive and which brings healthier and more personalised food to all. Rohlik Group is leading this change. In every city we carefully select the best quality and freshest local produce to save our customers time; from butchers to bakery, and fresh produce directly from farmers via our unique Farm-to-Door program. We carry all the favourite brands, plus a range of affordable own-label products, so our customers don’t miss out on what they love.

**Department Overview**

The HR OPS team is the heart of the fulfilment centre (FC), ensuring we deliver to our operations the right people at the right time and at the right cost. It is responsible for managing the entire employee lifecycle HR process, taking care of all employees from when we first meet them to their last day, Amazing our (internal) Customer every step of the way. Onboarding is important to us, so our employees feel an integral part of our team and understand their position as soon as possible. We care about proper adaptation, satisfaction, development and increasing competencies. We pay attention to their skills development and observe the potential of new and existing employees. The HR Ops team are culture, communication and engagement ambassadors in our FCs, and responsible for coaching and mentoring our managers providing them with the tools to identify the potential of each individual employee and constantly assist them in fulfilling that potential.

**Role Overview**

The Group HR Ops Expert User is responsible for leading HR OPS teams and training and supervising and supporting new and existing employees across the Group. Key to this is building company culture, engagement and communication, providing support and guidance to employees, maintaining work-life balance in the company, taking care of the well-being of employees, creating a Great Place to Work, motivating employees and helping them to grow, overcoming employee conflict and stress through dedicated learning and development programmes for our HR OPS teams and OPS Managers. As Group HR Ops Expert User you ensure employee adaptation and understanding of the functioning of the FC as well as FC processes. Working closely with the Operations Managers, you will continuously optimise HR processes, and actively develop and implement new training/onboarding and development throughout the employee life-cycle processes. You will help your business partners to develop the right team dynamics, you will continuously push for better and faster performance, and you will be a trusted advisor to your business Manager for goals setting, performance evaluation and people development.

**What we expect from you**

* Responsibility for training, coaching and mentoring programmes for HR OPS employees and OPS Managers across FC departments (work processes/procedures)
* Embedding Company culture (Key Ingredients) in our FCs, being an everyday ambassador of our culture and imprinting our culture into every aspect of how we build business together
* Standardising communication and engagement initiatives across the Group, constantly looking for ways to make the workplace more pleasant for our valued employees.
* Identify HR areas for continuous improvement
* Develop and maintain standard HR procedures, processes and policies
* Monitor employee development needs
* Ensure that initial training is delivered seamlessly, working closely with the Operations Excellence Team
* Participate in the creation of training/onboarding and development methodologies
* Manage the newcomers' adaptation process
* Monitor the quality of professional development and education
* Motivate employees and provide feedback
* Lead the project buddy program
* To be responsible for the quality and expert knowledge of the HR OPS teams, to have regular 1:1 meetings with them
* To be an everyday ambassador of our culture and imprint the culture into every aspect of how we build business together
* To be a “go-to” person for things big and small
* To be an advocate of learning, growing and pushing boundaries for all your teams

**What we look for**

* An open-minded person who is fast, result oriented, structured, analytical, diligent and attentive to people’s needs, who likes to work with new apps and is keen on trying new technologies
* You can make quick decisions in situations where standard methods and established processes fall short in order to deliver results
* You have plenty of energy to work in a challenging environment and know how to pass that energy on to other people
* You are not only a leader, but a team player too
* You motivate your team members and develop and support their individual potential
* You can remain calm and deal with the large number of stimuli and situations that occur in the warehouse
* You are fair when addressing frequent interpersonal disputes or in unclear situations
* You have experience in developing training methodology and its implementation
* You know how to engage with people, enthuse them and convey information well to them
* You have excellent communication skills
* Somebody who is not afraid to roll up their sleeves and get on with any task
* A self-starter, able to work independently and deliver without a support of a large team

**KPI’s typical for the position**

* Development and improvement of HR OPS teams
* Turnover up to 7% ?
* e-NPS in departments min. 30 ?

**What we offer**

* Your work will have a direct impact on the company's results
* We will implement your good ideas almost immediately – not waiting for the approval of the headquarters somewhere in the world
* You will not be bound by corporate processes
* Your work has to be innovative and meaningful, we do not want to follow trends, but set them
* Last but not least, we mainly offer a fair reward and the possibility of professional growth and education, also a great bunch of people around and a legendary company events

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