**Country Head of HR**

Reporting to Chief People & Culture Officer

Europe's leading online grocery delivery service. We are on a mission for our customers’ healthier and happier lives by helping them eat and live better. Marrying state-of-the-art technology and logistics with love for food, we deliver up to 20,000 SKUs of high quality groceries to our customers’ doors. We carry all the favorite brands, plus a range of affordable own-label products. In every city we carefully select the best quality and freshest local products to save our customers time; from butchers to bakery, and fresh produce directly from farmers via our unique Farm-to-Door program.

Today we have 1,500,000+ customers in major European cities from Vienna to Munich and beyond. Last year we delivered more than 11 million orders.

**Department Overview**

In the People & Culture team, we take care of people, from receiving their CV to the last day of their employment with us. We hire great people and give them friendly onboarding to make them feel at home from day one. We take care of pleasant matters such as salaries, benefits, development and training, but also less popular stuff such as preparation of employment documents and policies. And - as you're already proficient in people related subjects - you will be pleased to hear that culture, performance and talent management will be in your capable hands as well.

**Role Overview**

The role offers an opportunity to shape most people-related aspects of the company, hence influencing final delivery of teams towards our customers. You will keep a pulse on hiring the right people, you will help your teams to develop the right team dynamics, you will continuously push for better and faster performance and you will be a right hand to your business manager for goals setting, performance evaluation and people development.

In your role you will be supporting Group functions of Marketing, Operations, Commercial, People & Culture, Finance and Legal. You will be frequently in touch with colleagues in all our countries.

**What we expect from you**

* Hire and onboard skilled and talented people with the right culture-fit so they hit the ground running in no time
* Keep an eye on team and individual performance levels, initiate actions whenever an issue pops up and advise on improvement ideas on an ongoing basis
* Support Group Board members and their teams and be a trustworthy partner for all people related matters
* Continually come up with ideas how to improve our care and support for our people to enable super fast business growth
* Keep the house in order in terms of payroll input, HR Admin - particularly entry and exit related - and compliance
* Be an everyday ambassador of our culture and imprint the culture into every aspect of how we build business together
* Be a “go-to” person for things big and small
* Be an advocate of learning, growing and pushing boundaries for all your teams

**What we look for**

* A person with a business mindset and an innovative approach to problem solving, who is structured, diligent and attentive to people’s needs.
* Somebody who is not afraid to roll up their sleeves and get on with any task
* An experienced professional with knowledge of all aspects of People & culture agenda - hiring, onboarding, offboarding, performance and talent management, every day employment law, etc.
* A self-starter, able to work independently and deliver without a support of a large team
* Someone with passion for high level of customer orientation
* Experience with working in international environment is a big plus
* Excellent verbal and written English language skills

**KPI’s typical for the position**

* eNPS
* # of vacancies in business teams
* Attrition/ attrition in probationary period
* People related budget
* Business team performance/accomplishment of goals

**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 team events

