**Head of HR Operations national**

Reporting to Group Head of HR 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**

In the HR 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 a little proficient in HR - you will be pleased to hear that culture, performance and talent management will be in your capable hands as well.

**Role Overview**

Head of HR Operations is a super-critical role as it ensures that all people-related matters in the warehouse, logistics and supply chain are working without a glitch. Which means we have the right number of well trained people in their marks, making the delivery to our customers happen as needed. You will be in charge of recruiting staff - both direct employees and agency workers, their onboarding and training. You will keep in order related HR Admin, relationship with agencies and other suppliers. You will actively participate in capacity planning for warehouse and logistics. You will be actively involved in organizational structure building to help to keep the pace of changes with the growth of the company. And you will be an advisor in the questions of remuneration structure and individual remuneration setting to keep our wages competitive with the external market, motivational and keep also internal equity and fairness.

**What we expect from you**

* Coordinate all recruitment activities for Operations - from posting an ad to a signed employment contract
* Keep the house in order in terms of HR Admin - entry and exit, statutory training, payroll input, attendance recording, input for agency invoices, Health & Safety, etc
* Ensure we have enough staff on the floor to fulfill our orders
* Manage good working relationship with agencies, be always on lookout for other sources of staff, be creative and very action-oriented to cover seasonalities in the shopping cycle
* 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
* Be an everyday ambassador of our culture and imprint the culture into every aspect of how we build business together
* Be a trustworthy partner to your business managers and the entire management team

**What we look for**

* A person with a resourceful mindset and an innovative approach to problem solving, who is structured, diligent and attentive to people’s needs. Experience with retail shop-floor is a plus
* Somebody who is very hands on, able to resolve issues quickly and pragmatically and who functions well in large and diverse teams (Warehouse, Logistics and Supply Chain are and always will be large teams :-))
* An experienced HR generalist with good knowledge of hiring, onboarding, offboarding, performance management, HR Administration and every day employment law
* Experience with contracting agency workers is a big benefit
* Someone with passion for high level of customer orientation

**KPI’s typical for the position**

* Fulfillment of capacity plan
* Time to hire/cost to hire
* Attrition/ attrition in probationary period
* People related budget
* # of errors in HR Admin (HRIS input) and payroll

**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 offer a fair reward and the possibility of professional growth and education, also a great bunch of people around and fun team events

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