**Group Director of Product**

Reporting to Group Chief Marketing Officer

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.

Today we have 850,000+ customers in major European cities from Milan to Vienna and beyond. Last year we delivered more than 8 million orders.

**Role Overview**

You are a strategic business leader on a mission to develop an amazing customer experience with our web and mobile app stores. While currently you have a team of ~30 people dedicated to product development, you are fully in charge to determine how many people you need to deliver a world-class shopping experience and in what structure. To ensure you create fully customer focused products, you start with building a proper framework to perfectly understand customer needs and trends. You are then responsible for addressing them in long term product planning, strategy formulation and product development pipeline. You are accountable for the end-to-end delivery of new product launches and updates across multiple domains, UX, CX, design, IT development to meet all the defined OKRs.

**Your responsibilities**

● Create a world-class online shopping platform with amazing end-to-end customer experience. Make sure all products and processes are customer oriented.

● Ensure brilliant understanding of key customer personas, user journeys and emerging trends in both consumer behaviour and technology.

● Formulate long-term strategy,product roadmap. Set overall product strategic goals and ensure they are met.

● Define squads and their missions, allocate people and financial resources to achieve desired impact.

● Recruit, manage, coach and develop top talent. Ensure adherence to Rohlik cultural ingredients.

● Ensure informed decisions are made by great understanding of analytics, user research and testing.



● Create a productive environment where new products, product MVPs and product updates are launched quickly.

● Passionately advocate for products; continuously update relevant stakeholders on progress.

**Your expertise**

● Strong background in managing multiple product development teams.

● Proven leadership skills when building and managing teams

● Very good understanding of consumer, e-commerce and technology trends ● Ability to iterate, evaluate and make decisions quickly

● Excellent communication and change management skills

● Not being afraid to speak out loud and challenge the status quo

● Ability to structure and solve complex tasks and problems

● Focus on the result, not the process

● Flexibility in finding solutions

● Good prerequisites in time management

**KPIs**

● Share of wallet, average revenue per user

● NPS

● Conversion of FTUs

● Mobile app share and customer ratings

**What we offer**

● EUR 300-400k annually

● Stock options

● Opportunity to change the world of e-commerce industry

● Exciting job with essential impact on the company's results

● Implementing good ideas almost immediately – not waiting for a long approval process ● Setting trends by innovative and meaningful work

● Location of this role anywhere of our business (Prague, Budapest, Vienna, Milan or Munich)

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