



VACANCY

Global Head of HR Operations

Requirements

- Over 12 years of experience
- HR operations and service delivery models
- Experience with transformation management
- Excellent stakeholder management skills
- Business savvy

Amsterdam Minimum of 12 years experience

20 years down the line Rituals is on an unprecedented growth trajectory, spreading the art of soulful living across the globe. To accommodate this global growth and the associated organizational expansion, it's essential to build a scalable global HR experience. The new position of Global Head of HR Operations will lead this global transformation and will play a key role in ensuring continuity, efficiency, and scalability of the Rituals brand.





Rituals

In 2000, Rituals' founder Raymond Cloosterman started his journey with a mission: to transform everyday routines into more meaningful moments. Two decades later, the ever-evolving lifestyle brand is taking that idea even further. Rituals has become a global company with over 3000 FTE and 1500 points of sale and a big ambition: to grow from €1 billion revenue in 2021 to €5 billion in the coming years. To make that happen, the organization needs to continue to evolve.

To meet this global growth ambition, Rituals strives to work with the best people, that reflect the philosophy of Rituals and help to preserve their strong DNA. The HR Team is crucial in realizing that ambition.

For the coming years the HR focus will revolve around three main pillars. The first pillar is about HR operations and services. The second pillar focuses on HR Strategy and the role as business partner, further embedding the body, mind and soul culture. The third pillar concentrates on HR Solutions driven by the centers of expertise, for example recruitment, compensation & benefits and, learning & development.

Optimizing the HR operations 'machine' and ensuring a state-of-the-art employee experience, both in 'real life' as well as digitally, is an essential step to continue to strengthen the DNA of Rituals.



VACANCY

Global Head of HR Operations

The Global Head of HR Operations, reports to the Global HR Director and is a member of the HR MT. They lead the (global) HR Operations & Services Team including the central HR digital /systems team.

The objective of this role is to develop and implement the future global HR operations strategy to ensure one way of working, aligned with the Rituals strategy. This is realized through the management and continuous improvement of the global core HR operations processes and systems that support the employee life cycle. The end goal is to design and roll out a global service delivery model, that ensures one-time right administration, user-friendly systems, flawless data and therefore a perfect employee experience.

This role is about transformation. Strong stakeholder management capabilities and partnering with regional HR Operations teams as well as with Business, Technology, Accounting, Payroll and Business Control teams is essential to ensure buy-in, alignment and smooth implementation. The ideal candidate is analytical, has experience with digital systems and process improvement, and can identify scalable solutions. Strong leadership qualities and a performance orientation, establishing HR Services, a KPI dashboard and reporting system, complete the profile.



Body, mind and soul are the core concepts of the Rituals DNA, which is reflected in the culture of personal wellbeing and growth. High on energy, low on ego and with a lot of humor, employees enjoy contributing to a growing organization that is becoming increasingly effective and efficient, day by day. The candidate for this position needs to be a social team player, adjusting naturally to changing situations and looking for opportunities to collaborate where possible. Rituals offers an exciting and challenging role in an eager and diverse HR team, where empowering colleagues (and vice versa) is part of the deal. ■

Interested? Rituals is working with Top of Minds to fill this vacancy.

To express your interest, please contact Charlotte Braat at charlotte.braat@topofminds.com.



“To be successful in this role you need to have experience with managing transformations, as well as excellent stakeholder management skills. We need someone who takes ownership, a fast thinker who knows when to accelerate and get things done, but also when to slow down and engage people.”

Irene Vernie, Global HR Director