



Takeaway.com

Head of Driver Experience

An evening at home on the couch, but not in the mood to cook dinner. Chances are that you order your food via Takeaway.com, known in the Netherlands as Thuisbezorgd.nl. The meal delivery service is market leader in continental Europe and Israel and is growing very fast. And so, there is room for a Head of Driver Experience with an entrepreneurial mindset. One that stimulates the ongoing expansion with perfectly fitting personnel.

For whom?

- A minimum of seven years of management experience in (mass) recruitment or other conversion-related processes in a management role.
- Strong project management skills.
- Strong influence and leadership skills.
- Thrives in a dynamic environment.
- Excellent command and knowledge of both Dutch and English.
- Prepared to travel on a regular basis.

About Takeaway.com

Takeaway.com, which was founded in the Netherlands, is one of the first meal delivery companies in the country and has become an invaluable part of society. Virtually every restaurant owner and consumer encounters it on a regular basis. What began in 1999 as a platform for restaurants to offer their own meals and delivery services has since grown into an international and publicly traded company.

Over the past twenty years, the platform has been further developed and expanded with various features. Since 2016, Takeaway.com has had its own delivery branch, and since then it has also offered meals from restaurants that do not have their own delivery service. It sounds very simple: restaurants put their menus on the platform and Takeaway.com takes care of the delivery. Of course, this does require extra work.

“In this market it is winner takes all. We intend to be the winner, which is why we are developing our delivery business into a best-in-class company with the right people, technology, and processes.”

– Mark Deumer, Global Director Operations Takeaway.com

The competition within this business model is fierce, which results in an extremely competitive market. Companies are constantly reinventing themselves in order to gain and increase market share. Thanks to the delivery branch, the number of orders, and therefore the turnover, is steadily increasing. With the prospect of a possible international merger, this number continues to rise. No matter which way you look at it, the company is growing very fast and the number of drivers is increasing considerably. And to ensure that this last point is properly managed, the Head of Driver Experience comes into the picture.





#VACANCY

Head of Driver Experience

Build your own department from scratch to manage the international high-volume recruitment. This strategically strong Head of Driver Experience has the ability to manage this like no other. With an entrepreneurial mentality, he or she effortlessly takes on the central management of the hiring policy. Thanks to both exceptional process-oriented and critical thinking, this Head is able to easily draw up plans. He or she is autonomous, and an expert on the matter at hand. Moreover, he or she possesses a well-developed autodidactic capacity.

When it comes to recruiting tens of thousands of reliable drivers every year, live application processes are no longer an option. That's why Takeaway.com's delivery division now works with Fountain recruitment software to increase conversion. This allows drivers to apply online. The Head of Driver Experience plays a key role in this international scale-up. This heavyweight in the (mass) recruitment and conversion-related processes is therefore involved in every step of the process. He or she knows better than anyone how to set up the (online) funnel optimally, which pillars to focus on and how to sell it.

From finding the right figures to understanding the needs of the company in the short term as well as in the long term, the Head of Driver Experience has the answer. The monthly and annual targets at both regional and national level constantly challenge this go-getter. In addition, this assertive personality, thanks to natural leadership and an unrelenting drive, can easily counterbalance and manage expectations towards the business.

"We are expanding rapidly and are in an interesting, competitive market. In this position you get a lot of freedom, you can organize everything from scratch." – Mark Deumer, Global Director Operations Takeaway.com

Within this role, in-depth knowledge of the legal rules per country or online marketing is not necessary. On the other hand, asking critical questions and having a feel for employer branding, the target group, but also the operational business and logistics division are crucial. The smart, growth-oriented processes of this Head of Driver Experience enable Takeaway.com to continue its growth and ambitions. He or she works with large numbers, which is why implementing structure, working well under stress and never losing sight of the big picture are also requirements.

Based on their own plans, the Head of Driver Experience independently assembles a talented team. He or she is responsible for this team as Head of Driver Experience and reports to Mark Deumer, Global Director Operations. Of the nearly one hundred international cities where Takeaway.com has its own logistics service, it mainly works with local operational teams. This communicatively strong personality is responsible for training and guiding colleagues. The office is located in Amsterdam, but travelling to the international Takeaway.com offices is, especially in the early days, part of the job.





Interested?

Takeaway.com works with Top of Minds to fill this vacancy.
Contact Marlies Hoogvliet for more information.

Marlies Hoogvliet

marlies.hoogvliet@topofminds.com

