



VACANCY

Head of In-Life Operations

Requirements

- Over 7 years of work experience
- Background in Logistics or Operations
- Bachelor's or Master's degree
- Stakeholder management
- Experience in an international environment
- Team leadership

 Amsterdam  Minimum of 7 years experience



ALD Automotive | LeasePlan is a global leader in cars-as-a-service, with activities in about sixty countries. The leasing company facilitates last-mile delivery for a worldwide e-commerce giant. The Head of In-Life Operations leads operations of this partnership in Europe, coordinating between country organizations, suppliers, delivery partners, and the client's senior management.





ABOUT THE COMPANY

ALD Automotive | LeasePlan

With 15,700 employees worldwide and over sixty years of experience, ALD Automotive | LeasePlan provides full-service leasing, flexible subscription services, fleet management services, and multi-mobility solutions to customers of all sizes, including large corporates, SMEs, professionals, and private individuals. The company benefits from an extensive geographical coverage through direct presence in forty-four countries and an additional sixteen thanks to commercial alliances, including a strategic alliance in North America with Wheels.

ALD Automotive | LeasePlan's partnership expertise has been developed through a pioneering white label partnership program and has expanded the customer base through diversified distribution channels. This partnering DNA has enabled the leasing company to forge partnerships with more than two hundred car manufacturers, banks and insurers, energy suppliers, and mobility platforms. ALD Automotive | LeasePlan helps its partners to diversify their mobility offerings, from operational leasing to fully integrated digital leasing options, further extending the reach of its mobility expertise and services.





VACANCY

Head of In-Life Operations

The Head of In-Life Operations will support the strategic growth of the last-mile delivery activities of a large, globally leading e-commerce client. They will be part of the team that will be responsible for the program's operational performance in European markets, overseeing a fleet that will grow to over fifty thousand vehicles. This includes managing the in-life operations side of this strategic partnership and leading operations teams across countries, assuring fleet utilization of at least ninety-five percent, and maximizing fleet performance during peak moments (e.g., the Christmas season).


The Head of In-Life Operations becomes part of the Global Commerce team, dedicated to serving a global e-commerce leader, with over twenty people in the central team and about 120 Fleet Operations Managers and other professionals in the countries. ALD Automotive | LeasePlan is the process coordinator that ensures the global availability of the fleet by managing an intricate network of suppliers and delivery service providers. The scope of activities includes planned and reactive maintenance, off road and accident management, and recalls. The Head of In-Life Operations will lead a team of specialists centrally and locally, ensuring availability and adherence to client deliverables. They will frequently (up to fifty percent of the time) travel to the countries to troubleshoot, meet with the client, and provide hands-on support and guidance.



Managing a fleet and stakeholder context of this size will require strong logistical and operational capabilities. Additionally, the Head of In-Life Operations will be driving operational excellence and efficiency improvements, e.g., digital solutions, proactive fleet management, and customer data. They will need to strike a delicate balance between prioritizing and implementing new ideas – coming from the client and their own teams – and keeping the European operation running according to specs; a responsibility for which the Head of In-Life Operations will need to leverage their people management skills. They will manage the relationship between ALD Automotive | LeasePlan, its suppliers, and senior managers from the client side and successfully develop relations with local country management to steer and influence effectively.

The position is a perfect fit for a senior operational expert with a process mindset and a knack for stakeholder management. The Head of In-Life Operations will get to work on a highly strategic and complex client program with scale-up dynamics: the number of vehicles, countries, delivery partners, suppliers, and team members will continue to grow fast. The result is a complex puzzle which combines rapid expansion, strategic improvements, and flawless day-to-day operations.■

Interested? ALD Automotive | LeasePlan is working with Top of Minds to fill this vacancy. To express your interest, please contact Vivian den Dekker at vivian.dendekker@topofminds.com.

“In terms of scope and impact, working with our global e-commerce partner is a huge inspiration. However, being the best is only the starting point. To thrive in such a highly demanding and complex environment, the Head of In-Life Operations should be resilient, result-oriented, and able to drive initiatives that will support in the optimization of fleet utilization.”

Coen Bleijendaal, Director and Global Program Leader