



Vacancy

# Head of Analytics and Innovation



**Odido, a leading telecom provider in the Netherlands, is committed to becoming the undisputed Customer Champion for its eight million household and business customers. The Head of Analytics and Innovation drives relentless improvement of the customer operations through technology and data and in collaboration with teams and stakeholders across the company.**



## Requirements

- Over 10 years of experience
- In high-paced and high-volume customer service operations
- Leveraging technology for process improvement
- Analytical problem-solver
- Leadership and stakeholder management experience
- Fluent in English

 **Den Haag**

 **Minimum of 10 years' experience**



About the company

# Odido

**Growing well beyond its traditional role as one of the Netherlands' leading telecom providers, Odido has become an agile pioneer in the market with a clear ambition: to become the undisputed Customer Champion. While most of the industry has zeroed in on cutting costs, Odido focuses on highly effective customer operations with increased customer satisfaction and reduced costs as a result. The company's focus is visible in all parts of the organization. The executive team prioritizes investments in customer operations and has split mass market and business-to-business leadership to stay closer to their customers. The company implements a cross-functional, agile way of working, and frontline employees are equipped with data and analytics to improve service day-to-day.**

Odido's strategic focus is unique in the industry and backed by the company's investors Apex Partners, a leading private equity firm, and Warburg Pincus, a global growth investor, who acquired the company in 2021. The company's rebranding and repositioning in 2023 showed its strategic commitment to the organization's two thousand employees, eight million customers, and all its stakeholders. ▶

Odido's culture reflects unity—working as one team with diverse backgrounds toward a strong purpose. The employees' can-do attitude is core to the customer service Odido delivers, to the company's ability to innovate, and to the continuous improvement the Head of Analytics and Innovation drives from within the management team of the Chief Operating Officer in The Hague. ▶





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# Head of Analytics and Innovation

**The Head of Analytics and Innovation drives the relentless improvement of customer operations to help realize Odido's vision. They identify issues and improvement potential in every aspect of customer service to drive down contact intensity and cost and set out to implement innovative solutions with the stakeholders in the business. The Head of Analytics and Innovation reports to the Chief Operating Officer, Francoise Clemes, and works with the various heads of channels, segments, and functions such as IT and Marketing, as well as cross-functional teams.**

## **Striving for excellence in Customer Operations**

The Head of Analytics and Innovation continues to build their team of twenty experts responsible for continuous improvement, innovation, business intelligence, planning, reporting, capacity management, and incident management. With their team's support, they achieve operational excellence through efficiency and automation plans as well as ICT and artificial intelligence (AI) initiatives. They help business owners solve current challenges and identify future potential through reporting and business intelligence analytics. Combined with their understanding of current innovations and industry trends, the Head of Analytics and Innovation prepares the business for future success too. They also lead the financial planning and budgeting processes for Customer Operations. ▶

This is an exciting opportunity for a driven tech problem solver with a sharp, analytical mind and the capacity to connect various teams and stakeholders at Odido. In this role, success is defined by bringing others along in the problem-solving and implementation. The company's can-do mindset needs to be strongest in the Head of Analytics and Innovation who understands every cog of operations, whilst also seeing the big picture, and who does not get deterred until a solution is found and put in place. ■



**“I need the kind of analytical mind who goes looking for the root cause of a customer service problem to increase satisfaction and reduce cost. I want someone passionate about using their thorough understanding of operations to help Odido become the best service provider in the Netherlands.”**

**Françoise Clèmes,  
Chief Operating Officer**

## Interested?

Odido is working with Top of Minds to fill this vacancy.

To express your interest, please contact Vivian Linker at

[vivianlinker@topofminds.com](mailto:vivianlinker@topofminds.com) or Jessica Lim at [jessicalim@topofminds.com](mailto:jessicalim@topofminds.com)