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This role is a critical and senior role within the Regional Logistics function in talabat and represents Logistics in key meetings within and external to the company. The ideal candidate will manage the teams responsible for our Heroes (Riders) and Fleet Partner Lifecycle and Management across the region. The role is the custodian of rider experience (Rider Net Promoter Score, Earnings per Hour, Rider Value Proposition Score, Dispatching Satisfaction, 3PL treatment) and key Logistics metrics.

Responsibilities:

Have direct exposure to the C-level members, including but not limited to, the COO, VP Comms, Public Affairs & Public Relations, as well as VP Legal, Governance & Compliance. Manage four key Logistics functions – Fleet Partnership Management, Rider Supply & Operations, Rider Affairs and Dispatching (Rider Service), with a direct team of 20 and 1,100 indirect mix of in-house and outsourced agents.

Lead numerous Centre of Excellence functions to drive regional standardisation and operational excellence in line with Delivery Hero and talabat's blueprint; crystallise best practice to share across the region.

Relentlessly strive to improve Dispatching / Contact Centre / Local Logistics SOPs in favour of rider experience, earnings & efficiency.

Contribute meaningfully in negotiations of regional fleet partner commercials, rider fee

model revisions, partnership deals for riders and fleet partners, dispatching BPO rates & commercial structure, as well as rider kit procurement

Requirements:

At least 8 years of experience, combining 2-3 years each in consulting (or in-house strategy) as well as 2-3 years within Operations in a relevant/fast paced industry

Ideal candidate could either i) be a senior position running a central/regional team with previous consulting experience OR ii) be an Engagement Manager / Case Team Leader at a top-tier consulting firm presently, with hands on experience prior

Great team management skills as the role would manage the largest and most diverse team in Regional Logistics

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