

Senior Operations Associate Job in Dubai | Deliveroo

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Company: Deliveroo

Location: Dubai

Category: other-general

Description:

We are looking for a talented individual to join our Rider Support function within our Rider Operations department. The ideal individual shall be outgoing, ownership-driven with strong relationship management skills, excited about the opportunity to shape this growing function, and data-oriented.

This role is responsible for ensuring our fleet maximises their productivity. This is through managing rider training, designing & implementing rider performance policies, supervising direct phone support initiatives to our riders, and ensuring we're on the roads with our rider supervisors to speak with riders face to face.

Job Responsibilities:

Own the Rider Support strategy and initiatives for the UAE and Qatar, which aim to sustainably foster a well performing delivery fleet.

Execute data analysis and optimization tasks related to improving and analyzing fleet performance.

Execute on results as needed and coordinate with other related teams / areas, inc. instating and communicating corrective actions or rewards.

Manage and scale the Rider Support team, covering tasks such as direct rider support and rider training.

Liaise with other areas in regards to cross-initiatives to optimize rider performance

Own the rider lifecycle from training onwards.

Liaise with hiring agencies to ensure proper fleet performance and measurement.
Seek standardisation in regards to rider related processes (KPI measurement).
Assist in budget execution and tracking in Rider Support & Engagement related fronts.

Job Requirements:

3+ years of relevant professional experience
Proficiency in English (must-have)
Proven project and people scaling and management skills
Strong written and verbal communication skills
Strong analytical and problem solving skills.
Well proven track record of success in a fast-paced working environment
Good handling of data through Gsuite, Excel and/or Looker.
25 days of Annual Holiday Leave
Work visa
Comprehensive medical insurance (for employee & dependants)
Annual home flight tickets (for employee only)
Free Deliveroo Plus – Free delivery and access to special offers
Maternity & Paternity benefits
End of year parties & regular social events
An extremely fun team to work alongside!

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