



COLLINS FOODS EUROPE

Head of IT Europe

Function profile

A decorative graphic at the bottom of the page consisting of a dark blue curved shape at the base, with a light green curved shape on top of it, both curving upwards from left to right.

HEAD OF IT EUROPE

Collins Foods Europe, based in Amsterdam, is looking for an entrepreneurial, connecting and business-oriented Head of IT Europe. An inspirational leader, with a sharp vision on how to unlock the power of digital technology and capabilities to create the best customer experience, to support ambitious growth and operational excellence. But also, a person who aligns with its peers at Group level and at the level of the Owner, Yum! Brands, on the digital Roadmap.

You play a critical role in translating Collins Foods business strategy into a comprehensive IT/ Digital strategy, to create a resilient and agile IT-environment within a dynamic setting, facing interesting challenges. A significant part of the role involves team leadership, nurturing a culture of excellence and innovation, and leading efforts to grow and develop digital capabilities.

IT WITHIN COLLINS FOODS EUROPE

IT within Collins Foods is mainly focused on implementing (digital) solutions that should take the customer experience to an unparalleled level. From this perspective, it is particularly important that coordination takes place with Collins Foods group and with YUM! Brands, the owner of Collins Foods. It is currently organized in such a way that the technology roadmap is largely determined and compiled by Collins group (Australia). The coordination mainly lies in the fact that what is devised in Australia can also be implemented in Europe. However, it has also been decided that the digital transformation and digital customer journey will be managed from Europe, in which you will become a key figure.

In addition, there is of course the current IT department, which you will manage. You have 3 direct reports:

1. IT Service Delivery Manager - Europe
2. Infrastructure Solution Architect - Europe
3. Restaurant Technology Leader - Europe

The total headcount at this moment is 8 FTE internal, plus externals, a.o. for project work. In your eco-system there are also many specialized companies involved. The all-in IT-budget is about €3.5M.

YOUR ROLE

You will define and implement a group-wide Digital strategy that aligns with Collins foods Europe's business objectives. You will participate in the Directors Team Meetings and contribute to better serve business needs. You and your team should be experienced as colleagues who are there to challenge, facilitate and support the business.

In short, as a Head of IT Europe you will do the following:

- **Restaurant Technology Innovation:** Lead initiatives to explore and implement cutting-edge technological solutions, directly enhancing customer engagement and streamlining operations;
- **Team Leadership:** Lead, mentor, and develop the IT team, fostering an environment of continuous improvement and innovation. Encourage professional growth and skill development to build a high-performing team committed to achieving excellence in digital capabilities;
- **Business Partnering:** Serve as a strategic advisor to business units, translating their needs into effective technology strategies and solutions that drive operational success;
- **Strategy Execution:** Support the development and oversee the execution of an IT strategy that aligns with business goals, emphasizing the growth and development of our digital capabilities;
- **Information Security:** Champion Information Security efforts to protect data integrity and confidentiality, adhering to the highest standards of risk management and regulatory compliance;
- **Asset Management:** Strategically manage the entire lifecycle of IT assets, optimising their value to the business while ensuring compliance with regulatory standards;

- **IT Governance:** Ensure successful alignment with your peers at Group level and at Owners level to create a sustainable Digital Roadmap that can be implemented world-wide.

Your primary objectives include creating a digital journey for the end customer, aligning with your business stakeholders, creating a resilient and agile IT-environment to support the potential business growth and operational excellence, overseeing the IT department's performance, liaising with external stakeholders, and providing leadership and coaching to your team.

You report to the Chief Financial Officer – Europe (Direct reporting line), and the Group Head of Information Technology (Indirect reporting line).

KEY PERFORMANCE INDICATORS

The success of IT/ Digital will be measured via the following KPI's (measurable criteria will be discussed):

- Restaurant technology services uptime and internal/franchisee customer satisfaction;
- Technology investment pipeline alignment to business priorities;
- Successful project delivery;
- Information security and operational resilience;
- Commercial partner relationships supporting high quality outcomes;
- Information Technology Function capability development.

WHY TO APPLY FOR THIS JOB?

- Collins has an interesting growth strategy; that means a positive vibe and a lot of drive and energy;
- Due to this growth, your team needs to grow in people and in capabilities;
- You are working in an international setting;
- Collins culture is one of 'can do', 'make a difference', and 'change minded';
- Collins is offering you an excellent package of employment conditions.

PROFILE

Collins foods Europe is looking for a business-oriented Head of IT Europe who will take IT to a higher level in an inspiring and motivating manner. Someone who is used to build and to maintain relationships at all levels within a dynamic organization. The sought candidate has the following knowledge, background, and experience:

- A demonstrable academic working and thinking level, for example through a Master's/ bachelor's degree in the field of IT, Computer Science, or Business Administration;
- 5+ years' experience in IT-management, preferably in an international environment in the quick service restaurant sector or a comparable fast-paced retail environment;
- Demonstrated ability to innovate and drive digital transformation, with a track record of enhancing digital capabilities;
- Experience in translating a business strategy into an IT-strategy that contributes organizational success;
- Experience in and knowledge of themes such as IT Governance, LEAN, Cloud, ERP, and Information Security;
- Expert knowledge of compliance with European data protection laws;
- A strong external network (vendors, strategic partners);
- Excellent collaboration abilities, and oral and written communication skills in English (min. C-1 level).

In addition, you also have the following competencies:

- You have a business approach with a human touch and respect for authenticity;
- You know how to drive innovation, initiate change and how to involve stakeholders (at all levels);
- You are a connector, both on content and between people;
- You are a strong personality, taking ownership is something very natural for you;

- You serve multiple interests and use the necessary managerial and organizational sensitivity, pragmatism, integrity, and empathy.

EMPLOYMENT CONDITIONS

Collins foods Europe offers you a challenging position in a wonderful international company with ambitious growth potential, in which you can make a significant impact. You will work in a versatile environment, with an open and modern culture, a good working atmosphere where colleagues work closely together, stimulate, and support each other. In addition to the above, you can count on:

- An indefinite contract for 40 hours per week with a 2 months' probation period;
- A gross annual salary of max €140K (8.33% holiday allowance included) depending on relevant work experience and background;
- An annual bonus at 15% of your base salary, dependent on organizational (EBITDA) and individual performance;
- An Ownership Share Plan, concluding \$AUD10,000 Rights awarded for every five-year period, with \$AUD2,000 worth vesting every year based on tenure eligibility requirements;
- A Lease vehicle (or an equivalent lease value in a monthly lease allowance);
- A good pension, where you must contribute only 19%;
- 25 days holiday leave with an additional 2 days leave as provided by employer (e.g., the day after Ascension Thursday);
- A company fitness benefit;
- A paid professional membership of an association as appropriate to workplace/role;
- Access to a laptop, and a mobile phone;
- The possibility to work from home 2 days per week.

ABOUT COLLINS FOODS EUROPE

Collins Foods Europe (CFE) is part of Collins Foods Limited (CFL). CFL is an ASX200 listed company with operations dating back to 1969 when CFL opened the first KFC restaurant in Queensland, Australia. Fast forward 50 years and CFL is now the largest franchisee of KFC Restaurants in Australia operating over 270 KFC restaurants across Australia and 58 restaurants in the Netherlands and 16 restaurants in Germany. Add to that the 27 Taco Bell restaurants across Australia and you know that CFE is a major international player in its sector.

The CFE Restaurant Support Centre is in Amsterdam (Netherlands) and is the main hub for above-store staff who support a workforce of over 2500 employees.

Collins Foods is also the Corporate Franchisee for KFC in The Netherlands. The Support Centre houses several divisions including Finance & Accounting, Information Systems, Human Resources, Construction and Restaurant Operations.



Six core values underpin everything they do. These values are helping them towards their vision to be the World's Top Restaurant Operator and their mission of Restaurants Done Better. The six cores values are:

1. 'We are deeply committed'
2. 'We are passionate'
3. 'Being brilliant at the basics'
4. 'This is our company'
5. 'We think big and take bold moves'
6. 'We want our growth to be sustainable'

Collins Foods is passionate about their people, their products, and their performance. They believe if you take care of your people, they will take care of your customers. After all, it is their employee's dedication, effort and passion that underpin their overall success. Are you looking for your next big challenge as Head of IT Europe? If you're just as driven and passionate as they are, we want to talk to you!

PROCEDURE

- Based on the cv selection, candidates are invited for an exploratory interview with the undersigned.
- If we then decide together to start the process with Collins foods Europe, you can be invited for an interview with the CFO and the Director of HR.
- If the outcome of this interview is positive, you will have a next interview with one of your team members and one of your stakeholders.
- In case of a mutual positive outcome, you will have a final interview with the CEO.
- As soon as all results are positive, the employment conditions interview will be scheduled.

References of the final candidates can be checked. Collins foods Europe is looking for unique talent. This means that this procedure can be adjusted where necessary, so that every individual feels invited to apply for a job at Collins foods Europe.

APPLY AND PLANNING

Are you that connecting, business-oriented Head of IT Europe with drive and passion to take everything related to IT and the Business within Collins foods Europe to a higher level? Do you want to lead the digital journey, and turn the IT department into a driving force to strengthen the success of Collins foods Europe? And do you have the knowledge, skills, and personal leadership to make this happen in practice? Then we would like to receive your application (in English) as soon as possible, via our website. You will receive a response from us within the same working day whether we invite you for an orientation interview.

DO YOU WANT TO KNOW MORE ABOUT THIS VACANCY?

Please feel free to contact Kees Slegt, Managing Partner Xtra Mile Recruitment. Kees can be reached on 06 – 2292 0151, or by e-mail: kees@xtramilerecruitment.nl