Vacancy at Faber Group

Head of International FMCG & Retail

FABER GROUP | CARRYING IMPACT



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Behind every supermarket shelf runs a system few people ever see, until it stalls. As one of Europe's largest pallet pooling providers, Faber Group keeps it moving for leading A-brand manufacturers and retailers. Now the family business is rebuilding itself around the customer, and the Head of International FMCG & Retail sets the course for its multinational accounts.

Candidate profile

- Over 10 years in senior commercial leadership roles
- Strong network across FMCG and/or retail in Europe
- Experience leading international teams, at headquarters and in local markets
- Track record in strategic, long-cycle partnerships at board level
- Proven in driving commercial transformation

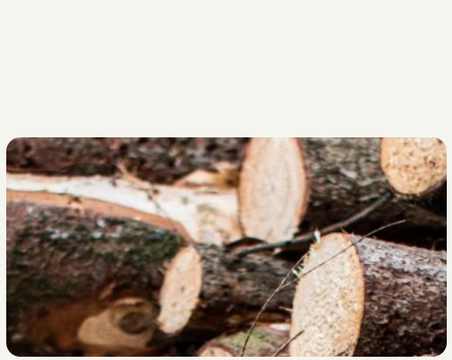
Den Bosch



About Faber Group

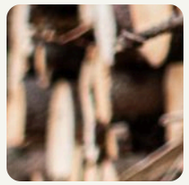
Faber Group's history goes back to 1891, when the Halbertsma family in Friesland started making wooden barrels and crates for the dairy industry. In the 1950s the company became the first in Europe to produce pallets. Today, Faber Group is still family-owned, entrepreneurial, and focused on the long term, guided by its values care, dare, and deliver. It has grown into one of the largest players in pallet pooling and circular logistics in Europe. Its customers include many of the biggest A-brand manufacturers and retailers on the continent, which puts Faber at the table where supply chains are designed. Many of those customers use more than one pooling system, and Faber is the only provider that offers all three, open, closed, and exclusive. That unique position lets customers arrange everything with one partner instead of several.

Sustainability is one of Faber's greatest strengths, and in this market it matters more every year. Retailers and manufacturers face growing reporting demands, sharpened by new European packaging regulation (PPWR), and they increasingly bring in Faber to help meet them. EcoVadis has awarded Faber its Platinum rating six years in a row, which places it among the top 1% of companies assessed. Faber has also recently started a digital transformation, with an acquisition in connected load carriers as one of its first steps, aimed at offering customers far more than the pallet itself.













Faber starts from a strong position, with a company that performs well and people who are proud of it. From that base, it is now entering a broader transformation. The move from countries to customer segments is the visible part. Behind it, Faber is changing how it operates. Customer centricity is at the core of that change, and digitalization is an essential part of it. Every decision starts with what the customer needs, not with what Faber has to offer. That principle runs through the whole chain, from the first conversation to daily delivery. Teams act as one across Europe, and processes and structures are professionalized to support that way of working. The aim is a commercial organization that matches the level of its customers, the largest manufacturers and retailers in Europe.

Vacancy

Head of International FMCG & Retail

The Head of International FMCG & Retail is one of four segment heads in Faber's commercial management team and reports to CCO Isabelle Spindler-Jacobs. The role carries the commercial P&L for the international segment, the large multinational A-brand manufacturers and retailers Faber serves across Europe. The Head leads a team of international key account managers and business development managers, based partly at the head office in the Netherlands and partly in the countries themselves.

The assignment begins with strategy. The international segment is newly formed, and the Head sets its direction. That means deciding with which multinationals Faber wants to grow, what those customers need from a pooling partner across Europe, and what Faber has to offer to become that partner. Market developments and customer insight feed that strategy. It ends in concrete choices about where the segment's people and investment go and which opportunities come first. The strategy takes shape in dialogue with Isabelle, and so do the deliverables that follow from it. Beyond strategy, the Head defines the ways of working for the segment, at the standard of leading international FMCG companies.





The second half of the assignment is to carry that strategy across Europe, through the teams. For Faber's largest accounts, that means knowing the full decision-making unit at each multinational, not just one contact. It means making sure that what is agreed at headquarters is carried out in every country, and getting national and international colleagues to work as one team, with information flowing between them. Growth comes from keeping these customers, from a larger share of their European volume, and from winning new multinationals. Account management becomes sharper as a result, and new business development gets a structured approach of its own. The Head leads this from close to the customer, as a commercial leader who enjoys being at the table with senior decision makers, while the accounts themselves stay with the team.

> *I spent my career with A-brands and had never given pooling much thought. However, since I've got into it, I see a world that is far more interesting than it looks from the outside, with far more to win than I expected. I'm looking for the senior leader who will lead this transformation with me and take our commercial organization to the next level.*
>
> - Isabelle Spindler-Jacobs, CCO Faber Group

The accounts in this segment sit at the heart of the customer's operation. Pooling touches logistics, supply chain, procurement, and sustainability at once. A decision to change provider is a multi-year commitment worth many millions, taken at board level. The Head of International FMCG & Retail works at that level, with the people who run the supply chains of Europe's largest manufacturers and retailers, and influences those decisions along each of these axes. That is complex, because procurement looks at cost, supply chain at reliability, and sustainability at reporting, while every country adds its own dynamics. Pooling is woven so deeply into a customer's operation that changing it is as much a transformation as a purchase. And because new European packaging regulation is prompting customers to review their logistics, many of those conversations are taking place now.

Internally, the Head builds the team that delivers this, with the people already in place and new hires where needed, and invests in its commercial capabilities and leadership. Much of the work is cross-functional. Pricing and tendering, customer excellence, marketing, and operations all shape what an international customer experiences. The Head makes sure the segment's needs are reflected in each of them, and that what is promised to customers can be delivered. A structured performance rhythm ties it together, steering on revenue, profitability, pipeline, and customer growth, and grounding decisions in customer and market facts.

Faber is looking for a senior commercial leader with a strong network in FMCG or retail, who has led international accounts from the brand or retail side. The dynamics between headquarters and countries will be familiar, and so will much of what happens at the table, while the rest is worth learning. In return, the role offers a strong starting position, a European playing field, and a genuine mandate to build the strategy, grow the accounts, and shape the teams, with the freedom to decide how. In a company of this size, the personal impact of the role is considerable, and so is the challenge.





Interested?

Faber Group is working with Top of Minds to fill this position. Contact Gijs Millaard at gijs.millaard@topofminds.com to let us know you are interested in this vacancy.



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