



Ben de Pfeifer-Key

DEI, Talent & Culture leader partnering with you to drive meaningful, progressive actions that transform workplaces through designing inclusive experiences.

📍 London, UK

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Links

 [LinkedIn](#)

Languages

English (Native)

About

I am an HR leader with 20 years of experience driving Diversity, Equity, Inclusion (DEI), Talent Acquisition, and Cultural Transformation initiatives. As a collaborative business partner, I build inclusive cultures and deliver tangible business outcomes aligned with your organisation's strategic goals.

My expertise includes:

Strategic DEI Consulting: Developing and implementing effective DEI strategies to foster a more inclusive workplace.

Talent Acquisition & Development: Attracting, retaining, and developing diverse talent through inclusive recruitment and talent management practices.

Executive Coaching: Providing personalized coaching to executive leaders, empowering them to think inclusively and drive positive change.

I have a proven track record of success in managing multinational teams, budgets, and relationships across the C-suite. I am committed to creating inclusive workplaces where everyone feels valued and respected. Let's work together to build a more productive, accessible, and equitable organisation.

HOW I ADD VALUE:

As an experienced DEI consultant and talent specialist, I empower organisations to create a competitive advantage powered by their people. I specialise in creating inclusive cultures, attracting and retaining diverse talent, and developing inclusive leadership that champions DEI.

Expert Guidance: Bringing deep knowledge of DEI best practices and current trends to help you stay ahead in designing an inclusive workplace.

Strategic Alignment: Ensuring that DEI initiatives align with your overall business strategy, enhancing both employee experience and organisational performance.

Sustainable Change: Focusing on long-term, meaningful change rather than short-term fixes. My goal is to help you build a truly inclusive culture that supports and retains diverse talent.

Engaging Stakeholders: Facilitating workshops, listening sessions and discussions that engage all employees, from leadership to frontline staff.

Contact me today to discuss how I can help you achieve your DEI and talent management goals.

BRANDS WORKED WITH

- The Belonging Conversations Podcast
- DPK Consulting & Coaching
- Capri Holdings Limited
- AllSaints
- YOOX NET-A-PORTER GROUP
- TOPSHOP TOPMAN
- Profiles Creative
- Back Door Production & Management
- Page Personnel
- Various
- Enterprise Rent-A-Car

Experience

● Podcaster

The Belonging Conversations Podcast | Apr 2024 -

A passion project using my platform to educate, inform and inspire through real conversations with DEI changemakers.

● Inclusive Design Consultant & Coach

DPK Consulting & Coaching | Aug 2023 -

I act as a thought-partner with organisations to design and embed inclusion strategies into their talent acquisition, development and retention experiences.

Creating physical and emotional environments where diverse talent can thrive through setting measurable and sustainable goals.

I collaborate with internal DEI teams and champions to drive meaningful, progressive actions that transform workplaces.

What I Do:

- Collaborative Partnership: Acting as an extension of your team, I provide the expertise needed to achieve your DEI goals.
- Articulating Vision: Helping you define and communicate your DEI objectives clearly and compellingly.
- Identifying Needs: Conducting assessments to uncover gaps and opportunities within your talent processes.
- Designing Solutions: Creating bespoke DEI initiatives tailored to your organization's needs.
- Embedding Change: Ensuring DEI strategies are integrated into your culture and practices.
- Measuring Impact: Tracking the effectiveness of DEI initiatives to ensure continuous improvement.

My expertise covers:

- DEI
- Talent Acquisition
- Talent Development
- Employee Relations
- Employee Engagement
- Customer Experience
- Culture Change
- Organisational Design
- Workplace Design

Current and previous partners include: lululemon, Fashion Minority Alliance, British Fashion Council, The Outsiders Perspective, Radisson Hotel Group, H. I. Executive Consulting, Impact Recruitment, Curated Abilities

Full CV available on request.



● Manager, Global Diversity & Inclusion (Versace, Jimmy Choo, Michael Kors) | Pride @ Capri EMEA Lead

Capri Holdings Limited | Apr 2022 - Aug 2023

Across a 5+ year tenure, I sat on the D&I Council building the foundations of the D&I strategy before becoming the first dedicated D&I lead based in EMEA. Reporting to the Vice President, Head of Global Diversity, Inclusion and Talent Acquisition I partnered with the C-Suite and regional executives in developing and implementing a D&I strategy that was tailored to regional cultural nuances across a population of c.4,500 in Europe. I also managed dedicated global initiatives for a total population of c.15,000 across a group with annual turnover of \$6.5bn.

In my previous role as the Talent Acquisition Leader for Michael Kors in EMEA, alongside supporting the development and launch of the group's Diversity & Inclusion strategy, I implemented recruitment and selection processes that were fair and inclusive. Reporting into the VP, Human Resources EMEA I managed a multinational team with an annual budget of up to €750,000 and led efforts to increase the diversity of the talent pipeline through effective employer branding, training and tools.

- Collaborated extensively with various stakeholders, including leadership and HR teams, to drive the design and development of programmes across Versace, Jimmy Choo, and Michael Kors.
- Leading on the design and implementation of: Listening Sessions; Safe Spaces; ERGs; Training; Demographic Data; Inclusive Workplace Design and more.
- Managed multiple successful projects, events, and initiatives that focused on promoting inclusive behaviours, while also creating actionable

tools for effective implementation within the organisation.

- Utilised a data-driven approach to shape our brands' policies, driving real change in how we approach diversity and inclusion.
- Management of Capri Holdings Foundation for the Advancement of Diversity in Fashion in partnership with UAL - Central Saint Martins



● **Senior Manager, Talent Acquisition - Michael Kors EMEA | Global Diversity & Inclusion Council**

Capri Holdings Limited | Dec 2019 - Apr 2022

Initially reporting to the VP HR EMEA I began my 5+ year tenure as the Talent Acquisition Leader for the Michael Kors EMEA region where I developed and implemented internal and external recruitment processes alongside candidate experiences that were fair and inclusive. Managing a multinational team across 22 markets with an annual budget of €750,000 I led efforts to increase the diversity of the talent pipeline through effective employer branding, training and tools.

Alongside this, I sat on the D&I Council building the foundations of the D&I strategy.

Talent Acquisition:

- Led a pan-European team in Retail, Corporate, and Supply Chain industries to determine strategic talent needs for EMEA region, resulting in an average annual hire of 2,500 across 22 markets.
- Developed effective sourcing strategies and internal processes to attract and hire top-tier candidates.
- Promoted from Manager to Senior Manager within 18 months of joining the company.
- Developed the Diversity Recruiting plan that involved targeted employer branding activities and partnerships with organisations
- Designed Hiring Manager Toolkit to support delivery of fair and accessible recruiting experiences
- Launched Candidate Experience and Hiring Manager Satisfaction Surveys to track Net Promoter Score (NPS)
- Launched new Talent Management approach to support succession planning, internal mobility and external talent pipelining for the Retail population
- Designed inclusive Behavioural Framework as part of cultural transformation project
- Project managed production of new employer branding content specifically for Michael Kors EMEA
- Managed talent response to the Covid-19, through furlough, organisational redesign, redundancy process, and talent engagement

Diversity & Inclusion:

- Defined and designed strategy for Diverse Recruiting; Employee Resource Groups (ERGs); and external Partnerships.

Follow #KorsCareers #TeamKors & #michaelkors for all the latest insights and news from Michael Kors.



● **Manager, Talent Acquisition - Michael Kors EMEA | Global Diversity & Inclusion Council**

Capri Holdings Limited | Jun 2018 - Dec 2019



● **Talent Acquisition Partner UK & EU**

AllSaints | Sep 2017 - Jun 2018

- Led the Talent Team at AllSaints, championing team development and upskilling initiatives whilst digitising recruitment processes to drive efficiency gains.
- Developed and implemented data-driven KPI metrics, supporting future sourcing strategies whilst enhancing the overall employer brand and EVP offerings for AllSaints.
- Built successful partnerships with external stakeholders, crafting innovative solutions to make AllSaints an employer of choice across the UK and EU.



● **Recruitment Partner - NET-A-PORTER**

YOOX NET-A-PORTER GROUP | Oct 2015 - Sep 2017

- Led talent acquisition efforts for NET-A-PORTER.COM and Porter magazine's key departments, including Buying, Editorial, Marketing, PR and Personal Shopping.
- Collaborated with HR Business Partners to create targeted recruitment strategies, delivering end-to-end recruitment services in a fast-paced environment.
- Successfully attracted top talent, prioritising a positive candidate experience and elevating the brand as an employer of choice.

- **Recruitment Partner - Head Office**

TOPSHOP TOPMAN | Feb 2014 - Oct 2015

- Led a team in identifying, attracting, and recruiting top talent across all areas of Head Office at TOPSHOP TOPMAN.
- Collaborated with brand leaders, directors, and managers to develop customised sourcing strategies resulting in successful recruitment of high-quality candidates.
- Worked closely with board-level executives in creative departments such as Design, Digital, Marketing, PR, and Visual to align recruitment efforts with the company's growth and people strategies.



- **Associate Manager - eCommerce, Marketing, PR & Communications**

Profiles Creative | Nov 2011 - Feb 2014

Full 360 recruiter responsible for running a successful permanent eCommerce, Marketing & PR desk into the Fashion & Media industries. From Marketing Executives, eCommerce Managers, Social Media Managers to Heads of PR and Marketing I partnered with brands including Alexander McQueen, Topshop, Jimmy Choo and Primark.

- **Talent Agent (Freelance)**

Back Door Production & Management | May 2011 - Nov 2011

- Supported the success of a leading talent management agency in London, Back Door Production & Management
- Contributed to the creation of opportunities for actors, singers, dancers and personalities across various entertainment industries
- Collaborated with experienced industry professionals to develop strategies that helped clients showcase their talents
- Played a key role in expanding the reach of the agency's network both in the UK and internationally
- Assisted in maintaining strong relationships between clients and potential employers through effective communication and negotiation skills.



- **Senior Consultant**

Page Personnel | Dec 2007 - Apr 2011

- Recruited both permanent and temporary office support staff, covering a wide range of roles from receptionists to executive assistants in Brisbane, Australia since January 2010.
- Successfully transferred from the London office where I recruited HR, secretarial, and marketing staff for media, fashion, and retail brands such as Burberry, Fendi, Arcadia Group, and Walt Disney.
- Relocated back to London in May 2011, bringing valuable recruitment experience and expertise to my role at Page Personnel.



- **HR Administrator**

Various | Nov 2006 - Dec 2007

HR Administrative roles with a focus on producing Employee Engagement and Climate Surveys for clients, facilitating psychometric testing, and data entry.



- **Acquisition Coordinator**

Enterprise Rent-A-Car | Sep 2005 - Nov 2006

Education & Training

2023 - 2024 ● **Full Circle Global**

Diploma,

2012 - 2012 ● **London College of Fashion, University of the Arts London**

Introduction to Fashion & Beauty PR,

2001 - 2004 ● **University of Sussex**

BA Hons,