



Half of the clothes in our wardrobes are never worn, and one third of food produced globally ends up in the bin. Meanwhile, our planet is on fire and people everywhere are struggling to make ends meet.

Olio is an app that solves this injustice by allowing people to pass on household items and food they no longer need to locals living nearby. By encouraging sharing or borrowing instead of throwing things away or buying new, Olio helps avoid waste while supporting communities and the planet.

Originally created to fight food waste, Olio is now fighting against anything going to waste. We believe this will empower everyone to become part of the solution and solve the climate crisis by ending waste, one share at a time.

Over the past 7 years Olio has grown from a local initiative in North London to a global movement. We now have 7 million users who have given away almost 100 million portions of food and 8 million household items across 62 countries.

This growth has been underpinned by our incredible ambassador programme, with over 75,000 people helping to spread the word about Olio in their local community. We are also helping over 4,500 businesses across the UK - including Tesco, Pret, Costa and Iceland - to reach zero food waste via our Food Waste Heroes Programme, in which trained Olio volunteers collect unsold food and redistribute it to their local communities via the app.

We've been recognised by the United Nations, who highlighted Olio as a "beacon" for the world, and by Vivatech who awarded Olio "Next European Unicorn".

The goal now is to get everyone into the world-changing habit of sharing. Join us on our mission to transform global consumption, by reaching 1 billion Olio-ers by the end of 2030.

Join our team

To help take Olio's growth and impact to the next level, we're recruiting for a Volunteer Operations Manager to help oversee Olio's growing network of volunteers and ensure our amazing community of volunteers are happy and continues to grow. The Volunteer Operations Manager will report into one of our managers in the Volunteer Operations Team and will work as part of the wider Food Waste Heroes Team.

In this role you will be responsible for:

- Interacting with Olio Food Waste Heroes (FWHs) who help our clients become zero food waste via chat, email and phone to qualify, onboard and answer their questions
- Managing collections schedule and recruitment of volunteers
- Monitoring main KPIs such as FWHs compliance, coverage of collection slots and food successfully shared by FWHs

- Managing and engaging our growing number of FWH volunteers ensuring they're happy volunteers who love rescuing food and giving back to the local community via Olio
- Troubleshooting and mediating between FWHs and the business locations involved, when things don't go as planned
- Working on collaborative projects to improve the efficiency of our internal processes
- Collaborating with the product team to identify areas of opportunities for bringing more value to FWH volunteers by building business cases for product development

This is an incredibly exciting time to join Olio and help us unlock our full potential. Olio is a remote-first company with an incredibly strong culture – listed as the 4th best place to work by [Escape The City 2022](#) and recently awarded B Corp status, which means we're committed to the highest standards of social and environmental performance, transparency, and accountability.

Please note due to the nature of the surplus food collections taking place 7 days a week, from mornings to evenings, work outside of normal working hour to support our FWHs will be expected from time to time.

Is this you?

Our ideal candidate will first and foremost be as passionate about our mission as we are. In addition to this, you have the following attributes:

- Professional experience in a customer-facing role
- Work, projects, university or voluntary work in the field of social good or environmentalism
- A high level of organisational skills and immense attention to detail
- Strong sense of prioritisation based on scarce resources and high impact that you want to achieve
- Highly empathetic. You have a really strong sense and understanding of the power of relationship-building with both internal colleagues as well as external stakeholders
- Self-motivated. You have a bias for action, are a fast learner and dare to always try, make mistakes and learn.
- Confident and articulate in spoken communication, with a track record of handling challenging customer requests
- Authentic team player who works collaboratively and helps others in the team but who also is extremely comfortable working independently
- Ambitious, results-driven individual that collaborates to hit targets

All Olio team members share these attributes:

- Mission obsessed
- Self-starters with a 'can-do' attitude
- Resourceful and creative
- Thorough, but able to move quickly and decisively
- A ruthless ability to prioritise

- Excellent communication skills
- Fun to work with 😊

We boast a diverse team: with 28 nationalities, across an age range that spans early 20s to 45+, with 24% identifying as coming from a lower economic background, and a strong female presence in the company (59%).

Our team members come from a range of ethnic backgrounds (24%), as well as from the LGBTQ+ community (29%), and those who identify as neuro-divergent (38%) and disabled (6%).

We are part of the All-In Promise, and we are committed to keep this going as we grow, and encourage people from all backgrounds to apply.

How to apply

Please fill in **this form** by 22nd September 2023 explaining why you are the right person for this role. If you have any issues submitting the form or need to contact us, please email us at careers@olioex.com.