



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 9 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 155 million portions of food and 11 million household items across 62 countries

This growth has been underpinned by our incredible ambassador programme, with over 41,000 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 103,000 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..

Join our team

To help take Olio's growth and impact to the next level, we're recruiting for a **Team Lead** in our **Customer Satisfaction** team. The Team Lead will report into the **Head of CS Operations & Strategy**.

In this role you will be responsible for:

- **Performance management:** Lead a team of ~3 agents by organizing their work and developing them through 1:1 coaching and team training sessions.
- **Operational excellence:** Collaborate with other Team Leads to ensure the team operates efficiently and delivers on agreed targets. Analyze available data to identify trends, areas for improvement, and opportunities for innovation.
- **Strategic projects:** Work closely with the Head of CS and other Team Leads to identify strategic areas for improvement. Lead the planning, execution, and evaluation of

agreed-upon projects aimed at enhancing customer satisfaction, operational efficiency, and team development.

- **Hands-on Support:** Serve as the main escalation point for your team, resolving complex customer cases. Offer guidance and assistance to team members as required. Resolve tickets alongside your team during busy periods.
- **Cross-functional Collaboration:** Collaborate with internal stakeholders across different departments (e.g., Product, Marketing, Tech) to ensure alignment in strategy, initiatives and priorities.

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](#) and recently awarded B Corp status, which means we're committed to the highest standards of social and environmental performance, transparency, and accountability.

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:

- 2-3 years of experience leading teams, setting goals, tracking KPIs and fostering team success
- 3+ years of experience working in customer service (digitally based), ideally within a consumer-oriented business
- A high level of organisational skills and immense attention to detail
- Previous experience in running projects, managing stakeholders and deadlines to deliver successfully results
- Comfortable analysing data to derive insights and presenting findings clearly and concisely to colleagues & superiors

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](#) to apply for the role. We would like to hire the right candidate ASAP so please apply right away. If you have any issues submitting the form or need to contact us, please email us at careers@olioex.com.