



## Who we are:

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 10 years Olio has grown from a local initiative in North London to a global movement. We now have over 8.7 million users who have given away over 124 million meals and 15.2 million household items across 63 countries.

This growth has been underpinned by our incredible ambassador programme, with over 63,000 people helping to spread the word about Olio in their local community. We are also helping over 200 businesses across the UK with over 8,000 sites - including Tesco, Sainsbury's and Asda - to reach zero food waste via our Food Waste Heroes Programme, in which around 100,000 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 Vivatch 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.

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## Join our team

To help Olio deliver fast, safe, and consistent support during weekends, a period when almost half of our inbound reports arrive, we're recruiting for a part-time Weekend Agents to join our Community Experience (CE) team as a contractor.

These roles are critical in ensuring we can act quickly on urgent incidents, while also handling ongoing reports and tickets. Weekend Agents will report to the CE Senior Team Lead, with a CE agent on call for escalations. This is a **4-month contract (Mid Oct-Mid Jan) at 12 hours a week (6hs on each day of the weekend)**.

## Key Responsibilities

- Time-sensitive issues monitoring & escalation: spot and escalate urgent issues, such as: app down, critical bugs, food safety, abuse/violent content.
  - Escalate serious or time-sensitive issues promptly to the on-call CE agent.
- Monitor and review content flagged by users:
  - Action valid Flag reports by sending the correct communication and removing content that breaks guidelines.
  - Reject invalid reports
  - Spot patterns
- Community forum: monitor, review and intervention, when required
- Reply to user emails covering collections related issues
- Use saved replies/templates, but also draft responses when needed.
- Maintain empathy and sound judgment when prioritising cases.
- Spotting any trend or suspicious pattern in user reports and/or emails

### Your day-to-day will include:

- Accessing the Olio platform (database-like system) using filters to access different types of flag reports
- Analyse each flag report (reviewing the picture and the information attached to the flag report)
- If valid, action the flag report, so the correct automated communications are sent to the user
- If invalid, reject the flag report
- Take note of any suspicious patterns (e.g. the same user consistently reporting correct listings)
- Accessing and navigating a help desk software
- Good written communication skills, empathy and the ability to identify the level of priority of problems reported by users via email.
- Handover issues and updates with other weekend agent (either at the beginning or end of your shift) and co-ordinate with CE team via Slack.

## Skills & Experience

- Previous experience using database-like systems and navigating helpdesk software.
- Strong written communication skills in English, with the ability to adapt tone for different scenarios.
- Organised, autonomous, and able to spot patterns or suspicious behaviour in reports.
- Comfortable working independently, while escalating when necessary.
- This project will require you to be fairly autonomous and separate from the wider Olio team members and you won't be required to attend any company-wide events or meetings.

## Terms of the project

- Contractor agreement for a period of 4 months (October 2025 – January 2026)
- Schedule: Saturdays and Sundays, 6 hours per shift (12hs in total per weekend)
  - for example, 11am–5pm or 4pm–10pm GMT (from 26th October 2025)
- Rate: £12.21 per hour / £146.52 per week, payable monthly on presentation of an approved invoice
- Location: Fully remote, with own equipment, stable internet (10 Mbps+), and a distraction-free workspace.

## How to apply:

Please complete our [application form](#) as soon as possible. Interviews will take place from mid October 2025, with the role starting ideally by the 25th October 2025. If you have any issues completing this application, please also email [people@olioex.com](mailto:people@olioex.com).