



SOLVING THE PROBLEM OF FOOD WASTE

OLIO is the world's only neighbour-to-neighbour food sharing app, and our mission is to solve the problem of food waste in the home & local community. We do this by connecting anyone with spare food – which can be households or local businesses – with neighbours living nearby who would like it. Globally, over one third of all the food we produce gets thrown away, which is worth over \$1 trillion. What few people realise however is that in the developed world, over half of all food waste takes place in the home, with the average UK family throwing away £800 of food each year - collectively adding up to £15bn. OLIO solves this with our award-winning mobile & web apps.

Over the past 3+ years OLIO has grown from a local initiative in North London to a global movement. We now have over 900,000 users who have together shared well over half 1.2 million portions of food – with food being successfully shared in 49 countries and counting. Underpinning this incredible growth has been our volunteer programme, with over 30,000 people reaching out to spread the word about OLIO in their local community and rescue unsold food. OLIO is now looking to grow our core team as we embark upon the next exciting phase in our journey.

JOIN OUR TEAM! (full-time position)

In order to accelerate OLIO to its next level in growth and impact, we are recruiting for a **FWH Supply & Support Associate** to work on OLIO's [Food Waste Heroes programme](#). You will report into Michael Barsties, **HEAD OF THE FOOD WASTE HEROES PROGRAMME**.

The Food Waste Heroes (FWHs) programme involves OLIO matching small groups of waste-busting volunteers with their local street food market, farmers' market, shop, café, bakery, deli, greengrocer, hotel or restaurant. Once matched, the FWHs provide a service by collecting any unsold surplus food at the end of the day. Food Waste Heroes then use the OLIO app to re-distribute the saved food within their local community.

In this role you will be responsible for:

- Supporting the OLIO Food Waste Hero Community (external stakeholder) on a broad range of topics (sharing on OLIO, food safety, Food Waste Hero registration and training, reaching out to local businesses) via a broad variety of channels (social media, email, customer service software, WhatsApp, telephone and potentially but presumably rarely also in person)
- Supporting the OLIO Food Waste Hero team (internal stakeholder) by setting up food businesses as donors on the OLIO systems and ensuring compliance with OLIO's policies
- Explaining to Food Waste Heroes how to sign up new food business donors and helping them throughout the process
- Training and supporting Food Waste Hero team leads ('Squad Captains') in their day-to-day activities of managing the team and organising surplus food collections
- Stepping in to rescue and redistribute food to the local community (London only) as and when needed to stop good food from going to waste and to maintain food business donor relations
- Managing food business donors who donate surplus food on an ad-hoc basis as well as the volunteers collecting the surplus food
- Responding to volunteers' emails using HelpScout (customer service software)
- Helping to save more food from going to waste by proactively reaching out to event, festival and conference organisers to organise pickups of surplus food on an ad-hoc basis

Once you have proven yourself you will have great freedom and autonomy, coupled with an enormous opportunity for personal development. All of our roles are remote working roles, however for London based team members there is the ability to co-work as well. We live for our mission, but like to have fun along the way!

IS THIS YOU?

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

- Projects, university or voluntary work in the field of social good or environmentalism
- A high level of organisational skills and attention to detail
- Articulate and extroverted
- Able to build rapport quickly with people from all walks of life
- Ability to explain things in simple terms
- Willingness to travel occasionally within London to visit food business donors
- Willingness to work a flexible workweek as required (evenings, weekends) as and when needed to support Food Waste Heroes

And all OLIO team members share these attributes:

- 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 😊

HOW TO APPLY

Please send your CV and covering email explaining why you are the right person for this role to careers@olioex.com with the subject line - Application: FWH Community Supporter