



ENDING WASTE, ONE SHARE AT A TIME

Olio is a sharing app for local communities. We're on a mission to solve the climate crisis by ending waste, one share at a time. The app offers a simple solution to surplus stuff — by enabling households and businesses to pass on unneeded or unsold items to someone local who'd value them. In the beginning, we fought food waste. Today, we fight anything going to waste.

The stats on waste are stark. To take just 2 examples: 50% of the clothes in our wardrobes are never worn; and over 1/3 of the food we produce globally gets thrown away (half of that happens in the home). Olio tackles this problem by empowering us all to be part of the solution. We believe that sharing has the power to transform us as individuals, our communities and the future of the planet. That's why Olio isn't just an app fighting waste — it's a movement for optimism.

Over the past 7 years Olio has grown from a local initiative in North London to a global movement. We now have over 6.5 million users who have given away 86 million portions of food and 8 million household items in 62 countries.

Underpinning Olio's incredible growth has been our volunteer programme, with over 75,000 people reaching out to spread the word about Olio in their local community. We also work with over 4,500 business locations across the UK via our [Food Waste Heroes Programme](#) — including Tesco, Pret, Costa and Iceland — to enable them to have zero food waste locations.

We have a bold vision to build the future of consumption — which is hyper-local and sustainable — and reach 1 billion Olio-ers by 2030. Our work has been widely recognized, most notably by the United Nations who highlighted Olio as a "beacon" for the world, and by Vivatech who awarded Olio "Next European Unicorn".

JOIN OUR TEAM!

To help take Olio's growth and impact to the next level, we're recruiting for a **Account Manager** to ensure Olio client portfolio continues to grow. The Account Manager will report into a Senior Account Manager and work as part of the Food Waste Heroes programme team.

In this role you will be responsible for:

- Successfully manage your existing client portfolio by building/nurturing relationships and identifying opportunities for growth
- Lead the pilot and roll-out stages of new clients that will join your portfolio
- Monitor client KPIs and coordinate cross functionally when a metric needs intervention
- Provide clients with impact reports that demonstrate Olio's value on a regular basis
- Regularly review your portfolio's health status and identify sets of recommendations that improve the client's experience of Olio's service
- Coordinate the resolution and escalation of issues/challenges in collaboration with other Olio functions (Finance, Customer support, Legal etc)
- Contribute to Olio's impact by unlocking additional volumes of food donated by your client portfolio
- Perform internal quarterly client analysis to identify opportunities for growth, assess risks and mitigate
- Work closely with FWH marketing team to identify marketing opportunities and create value for your client portfolio
- Collaborate with the product team to identify areas of opportunities for bringing more value to clients by building business cases for product development
- Lead and facilitate contract and pricing negotiations in partnership

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.

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 attributes:

- Previous 2 years experience of setting up/ leading accounts and demonstrating sizeable growth
- Previous experience creating project plans, managing timelines, scope and budget to deliver client/internal objectives
- A track record of meeting and exceeding your quarterly KPIs and revenue targets
- Great communication, organisational and presentation skills with the ability to sell and negotiate at all decision-making levels
- Highly analytical (ideally proficient in Excel and Tableau), allowing you to spot growth opportunities as well as providing valuable impact data to the client
- Great sense of prioritisation based on scarce resource 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 engaging clients and leading conversations
- Authentic team player who works collaboratively and helps others in the team but who also is extremely comfortable working independently
- Ambitious, results-driven person that collaborates to hit targets
- Willingness to travel and meet your clients face to face with the appropriate level of regularity (based on their size).

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](#). If you have any issues submitting the form or need to contact us, please email us at careers@olioex.com and cc in delia.gadea@olioex.com

We are reviewing applications on the go and the position will be closed as soon as we found the right candidate, but no earlier than the 6th of January 2023.