



JOIN US!

Key Info

- Role: Part-time Operations Executive
- Location: Remote (with 2 days max annually UK company meeting)
- Hours: 5 hours per week (30mins minimum per day Monday-Friday)
- Salary: Above Living Wage (£13.15ph minimum, TBC depending on experience)
- Requirement: Recognised bookkeeping qualification or 2+ years bookkeeping experience (including VAT and payroll)
- Start Date: 13 May 2024 / ASAP

Deadline Monday 29 April 2024*

About Amplify Goods

Amplify Goods is a UK-based social enterprise that aims to make bulk-buying more responsible and drive societal change forward with premium products at an accessible price point. We are a diverse-owned and women-led social enterprise that is net-positive. Our profits support the mental health and wellbeing of people working hard in our communities to mitigate the effects of climate breakdown.

We are 2 years old and growing well; and need some extra hands to help to continue to exceed our customer expectations.

As a successful candidate, he/she/they will:

- be aligned to Amplify Goods' purpose and values;
- help support and build operations processes that are nature-centric and intersectional at the core Amplify Goods;
- support the Directors with daily operational administration; and
- be a clear communicator and keen problem-solver with an eye for detail, that gets excited about making processes better and more efficient.

Key Responsibilities

Part of your success will be measured by effective and efficient planning, delivery of the operational objectives whilst providing excellent customer service. For example, you'll:

Amplify Goods Ltd, 63 High Street Wimbledon, London, SW19 5EE

Company no. 13587692
England & Wales

hello@amplifygoods.org

amplifygoods.org



- support the Directors in managing the Sales / Purchase order pipeline ensuring timely / accurate processing, fulfilment and payment;
- support the Directors in managing export orders, stock reconciliation and communication with our supply partners;
- ensure all outgoing and incoming receipts are accurately reconciled on a monthly basis
- demonstrate excellent computer skills; experienced in Xero, Outlook, MS Word, Excel and PowerPoint / presentational software;
- prioritise building great relationships with our customers by delivering exceptional customer service at the point of ordering and act as a first responder for reactive queries from customers (email, phone, WhatsApp) providing troubleshooting, co-ordinated action and timely resolution;
- maintain and build mutually beneficial relationships with our supply chain partners while ensuring they deliver the highest quality of service to Amplify Goods;
- manage our direct-to-customer Ebay for Change ordering portal for social enterprise.
- ensure all certificates and regulatory specification information is up to date and in place for all products;
- maintain the most up to date administrative supply chain records and contacts information;
- support the wider team with any ad-hoc operational tasks or queries.

Experience

- Working within in a small team, possibly within a fast paced / growing social enterprise demonstrating ability to deal with ambiguity in a calm, flexible way.
- Strong communication and interpersonal skills and an ability to collaborate effectively with other business teams, customers and suppliers.

Work Benefits

- 28 days holiday pro rata (excluding public holidays)
- L&D options.
- More coming as we grow and formalise this!

Business Success Criteria - to thrive at Amplify Goods, you need to be:

- ✓ Committed to making a positive difference to the lives of others and the environment
- ✓ Interested in the detail of what makes a social enterprise work well internally and externally
- ✓ Interested in your own personal and professional development
- ✓ Calm and organised with a pragmatic approach to getting things done
- ✓ Resilient! We're a rapidly growing and evolving business. Things can come at you from all angles, we need someone who can embrace and thrive in that environment!
- ✓ Curious about people and the why, what, how, when and where
- ✓ A comfortable communicator, we focus on good communication between teams, with our partners and customers
- ✓ A glass-full, team player that rallies their immediate team and everyone in the business around our purpose, especially when times are challenging, or uncertainty is prevalent.
- ✓ Anti any form of discrimination!
- ✓ A champion of intersectionality

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There are three parts to the application:

1. Your CV / LinkedIn Link to hello@amplifygoods.org with a covering email detailing:
2. Your pitch/answer to the following questions:
 - a) Why do you want to work for a social enterprise like Amplify Goods?
 - b) What's your unique value/top skill and how can we support you to make the most of it at Amplify Goods?
 - c) What does success look like for you in this role over the next two years?
3. Useful logistics info such as: your availability to start, your location, any accessibility needs you have for the interview.

You can answer the questions in any medium, a video, voice note, written, a pitch deck...whatever you think will make us sit up and take notice. If you do a written application, too little or too much, is not recommended. We want you to amplify you!

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**Early applications encouraged as we'll start setting up calls immediately and may hire as soon as we find a great human for the role*

A note about Amplify Goods Job Descriptions

A job description is an outline of this role, setting out the main responsibilities and the skills, knowledge and experience required. It is not intended to be a complete detailed account of all activities involved. We would encourage anyone who has experience that would match this role and wants to join our movement to get in touch. Amplify Goods is a fast moving, developing business so roles need to be flexible and we need flexibility from our latest Changemaker!

Amplify Goods is an equal opportunities employer and, as such, we would encourage anyone, from any background, who feels they can excel in this role to come forward. We would always encourage applications from individuals from diverse backgrounds or underrepresented communities.

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