

EXECUTIVE ASSISTANT

Requirements and Skills

Our ideal candidate is highly motivated and organised, can handle administrative projects and can deliver high-quality work under minimum supervision. For this role, a strong Internet connection is required, along with:

- A university degree, preferably in business administration or related.
- Proven experience as an Executive Assistant or similar.
- Familiarity with current technologies, especially web-based SaaS products.
- Knowledge of online calendars, scheduling and communication tools (Google Meet, Zoom, Teams, Slack).
- Proficient in Microsoft Office Suite and other word-processing software and spreadsheets.
- Experience utilising productivity and task management tools in an efficient way.
- Excellent phone, email and instant messaging communication skills.
- Excellent time management and organisational skills.
- Ability to work independently and collaboratively in a fast-paced environment.
- Fluent in English, with bi-lingual being beneficial.

Role Description and Responsibilities

As an Executive Assistant, you will perform various administrative tasks and play a significant role in the smooth operations of the business, including but not limited to answering emails, scheduling meetings, managing the executives' diaries, making travel arrangements and supporting the daily priorities of executives in various ways. Your responsibilities will include:

- Responding to emails and handling phone calls.
- Assisting the CEO in maintaining inbox zero.
- Scheduling meetings, managing third-party meeting requests, and taking meeting minutes.
- Preparing meeting presentations and agendas.
- Maintaining team schedules and the executive's diary.
- Organising events (conferences, team meetups, trade stands), including booking travel and accommodation.
- Liaising with customers and suppliers to arrange meetings, deliveries, collections, etc.
- Preparing customer spreadsheets, keeping online records and database management.
- Managing operational handbooks, policies and training materials.
- Addressing employees' administrative queries.
- Conducting market research and compiling reports on various topics.
- Keeping track of all ongoing projects to provide daily or weekly progress updates.
- Providing administrative support, including office management, document preparation and ad hoc supporting tasks.
- Managing and prioritising multiple tasks and projects simultaneously.

FOUNDERS ASSOCIATE

Requirements and Skills

We're looking for a proactive, highly organised professional who also:

- holds a university degree, preferably in business management, finance or related.
- is able to manage multiple tasks and projects simultaneously with a meticulous eye for detail.
- is a problem-solver that thrives on tackling challenges and finding creative, practical solutions.
- communicates effectively, applying strong written and verbal communication skills to internal and external collaboration.
- is tech-savvy and proficient in Microsoft Office, Google Workspace, popular web-based SaaS products, CRM software and project management tools - bonus points for familiarity with AI tools.
- has a growth mindset and an eagerness to learn new skills, explore innovative technologies and contribute to a culture of continuous improvement.
- is adaptable and comfortable working in a fast-changing environment with shifting priorities.

Role Description and Responsibilities

This role combines administrative expertise with operational project management, offering a unique opportunity to work closely with an executive while managing day-to-day operations and strategic initiatives. As a Founders Associate, your responsibilities will include:

- **Project Management:** Oversee and execute projects across different areas of the business, ensuring timely and high-quality results.
- **Process Improvement:** Identify inefficiencies and implement systems or tools to optimise workflows
- **Strategic Initiatives:** Collaborate with the executive to develop and execute new ventures and growth strategies.
- **Stakeholder Coordination:** Act as a liaison between the executive, clients and internal teams to facilitate effective communication.
- **Research and Analysis:** Conduct research to support new ventures, strategies or operational improvements and compile actionable insights.
- **Reporting and Insights:** Prepare reports, presentations, and documentation to support decision-making processes.
- **Financial Administration:** Handle basic financial tasks, such as processing invoices and organising financial documentation.

SALES ASSOCIATE

Requirements and Skills

Our ideal candidate is tech-savvy and has sales experience and excellent negotiation skills. A quality Sales Associate should have strong multitasking and communication skills which enable them to achieve outstanding customer service while dealing with a high volume of customer enquiries and opportunities. For this role, a strong Internet connection is required, along with:

- A qualification or degree in business, sales or similar.
- Experience in a call/contact centre role where you made outbound cold calls.
- Previous sales experience and an interest in sales.
- A specific interest in or knowledge of the type of products/services our company offers.
- Excellent English and communication skills, both written and verbal.
- An aptitude for working with people.
- A polite and professional telephone manner.
- Ability to work under pressure and meet deadlines.
- Good time management and organisational skills.
- Experience with a UK customer base.
- Proficient in Microsoft Office, Google Workspace and other popular document and spreadsheet tools.
- Experience with popular communication and CRM tools (Slack, Hubspot, Salesforce, etc).
- The ability to thrive in a high-intensity sales environment.
- A hunger to hit targets and earn commissions.

Role Description and Responsibilities

As you would be the driving force for expanding our customer base, it is vital that you have a genuine passion for sales, are motivated by challenges and are eager to learn. Your responsibilities will include:

- Be knowledgeable about the products and services we offer.
- Make outbound calls to prospective customers.
- Utilise various methods of contact, including emails, phone calls, live chat, LinkedIn, and Whatsapp to reach out to prospective customers.
- Optimise the contact strategy used for converting prospects into customers.
- Utilise our CRM to capture customer information.
- Collaborate with the marketing function to optimise conversion and develop high-converting call scripts and email copy.
- Arrange and attend in-person meetings with current and prospective clients.
- Conduct research to identify new relevant target markets and new sources of customers.
- Report on sales performance, conversion and new leads.
- Develop and execute strategies to increase the lifetime value of customers.
- Cross-sell relevant products/services to current customers.

CLAIMS ADMINISTRATOR

Requirements and Skills

We are seeking a highly organised and proficient Claims Administrator who will be responsible for ensuring that insurance claims are processed efficiently, accurately and in line with regulations. For this role, a strong Internet connection is required, along with:

- Proven experience as a Claims Administrator.
- Previous experience in financial administration.
- Knowledge of property and casualty insurance products, regulations and industry best practices.
- Proficiency in Microsoft Office products and other office management tools.
- Excellent phone, email and instant messaging communication skills, along with a polite and professional telephone manner.
- An aptitude for working with people.
- Excellent organisational and time management skills.
- High level of attention to detail and accuracy.
- Ability to work under pressure and meet deadlines.
- Ability to work independently and collaboratively in a fast-paced environment.

Role Description and Responsibilities

You will be responsible for processing claims, including investigation, assessment and negotiation, and working with adjusters to determine settlement. Your responsibilities will include:

- Assisting in claims investigations and audits, coordinating with adjusters, investigators and other experts as necessary.
- Ensuring that claims are processed in compliance with regulations, policies and procedures.
- Responding to broker and loss adjuster inquiries.
- Liaising with brokers and other stakeholders to gather information, negotiate and resolve issues.
- Providing claim updates and ensuring a proactive customer service experience.
- Preparing and submitting reports on claims activities to senior management.
- Entering data into systems each month, following claim movements.
- Maintaining and organising customer and claims databases.
- Provide administrative support to the Claims Manager, including handling correspondence, drafting emails, and managing documentation.
- Handling confidential information with discretion.
- Participating in training and development activities to maintain knowledge of industry trends, regulations and best practices.

JUNIOR FINANCE BROKER

Requirements and Skills

We require a passionate and highly motivated individual to team up with our existing brokers and take the industry by storm. Suitable applicants should have:

- a degree in business, finance, banking or equivalent.
- minimum 1 year of work experience as a broker or a similar role in a finance department.
- experience in a call/contact centre role where you made outbound cold calls.
- strong knowledge of the finance industry.
- excellent negotiation skills.
- excellent phone, email and instant messaging communication skills, along with a polite and professional telephone manner.
- an interest in sales.
- a passion for engaging with business owners and decision-makers.
- a hunger to hit targets and earn commissions.
- the ability to multitask and an eye for detail.
- good time management and organisational skills.

Role Description and Responsibilities

The Junior Finance Broker will support our senior brokers in managing relationships with lenders and liaising with clients with the objective of closing deals and building your own client base. The responsibilities of a Broker include providing excellent customer service via phone and email, liaising with lenders and customers to close deals and processing documentation during the sales cycle and beyond. Your responsibilities will include:

- Being knowledgeable about the financial products we offer.
- Utilising various methods of contact, including emails, phone calls, live chat, LinkedIn, and Whatsapp to reach out to prospective customers.
- Building relationships with our partners, specifically lenders.
- Negotiating offers with lenders on behalf of clients.
- Liaising with clients to ensure that they are nurtured throughout the process and that all required documentation is obtained.
- Processing sales transactions and utilising our CRM to capture customer information and ensure full visibility on all offers and transactions.
- Developing and executing strategies to increase the lifetime value of customers.
- Cross-selling relevant products to current customers.
- Arrange and attend in-person meetings with current and prospective clients.
- Networking and cold calling to attract new clients and build your own client book.
- Analysing data and market trends to identify new opportunities and regulation changes.
- Conducting research to identify new relevant target markets and new sources of customers.
- Report on sales performance, conversion and new leads.

SOFTWARE DEVELOPER

Requirements and Skills

We are seeking a skilled developer with experience in building interactive and responsive web applications. Other requirements include:

- Proven experience in web development with HTML5, CSS3 and JavaScript.
- Strong proficiency in jQuery and its ecosystem.
- Understanding of responsive web design principles.
- Understanding of web accessibility standards.
- Exposure to mobile app development with jQuery Mobile (jQM) and Cordova.
- Familiarity with Node.js for server-side JavaScript development.
- Experience with Google Cloud Platform (GCP) and Firebase for deploying and managing web applications.
- Experience with version control systems (e.g. Git).
- Familiarity with RESTful APIs and JSON.
- Ability to work independently and as part of a team.
- Excellent problem-solving and debugging skills.
- Passion for creating high-quality user experiences.
- Experience with Github and Figma would be highly beneficial.

Role Description and Responsibilities

- Develop and maintain well-structured, cross-browser compatible HTML5 web pages and applications.
- Utilize jQuery and its plugins to create interactive and engaging user interfaces.
- Work with jQM to build responsive web applications that adapt seamlessly to different screen sizes and devices.
- Develop hybrid mobile applications using Cordova, leveraging your HTML5, CSS3 and JavaScript skills.
- Collaborate with designers, back-end developers and other team members to bring projects to fruition.
- Ensure code quality and maintainability through best practices and code reviews.
- Report on build progress and issue resolution while adhering to project timelines.
- Stay up-to-date with the latest web technologies and trends.

DIGITAL MARKETING ASSOCIATE

Requirements and Skills

Are you obsessed with the digital world and social media? We are looking for a digital marketer to drive the growth of our business via planning, execution and optimisation of multi-channel marketing and lead generation efforts. The ideal candidate will have a passion for digital marketing, be proactive and creative and possess excellent communication skills. Suitable applicants should have:

- a bachelor's degree in marketing, communications or a related field.
- 1-2 years of experience in digital marketing or social media marketing.
- an understanding of PR best practices (through study or work).
- familiarity with social media platforms and marketing tools, such as Facebook Ads Manager, Google Analytics, Hootsuite and Mailchimp.
- excellent communication, organisational and time-management skills.
- the ability to work with autonomy and manage multiple projects simultaneously.
- strong analytical skills and attention to detail.
- an understanding of SEO best practices and how to optimise website content for search engines.
- basic design skills and experience with design tools such as Canva or Adobe Creative Suite.

Role Description and Responsibilities

- Assist in the planning and execution of digital marketing campaigns across multiple channels, including email, social media, PR and search engine optimisation.
- Create and edit PR campaign materials and manage delivery onto PR online platforms.
- Help create and manage social media content calendars, including scheduling and publishing posts and engaging with new followers.
- Conduct market research and analyse data to identify trends and insights.
- Assist in creating and managing email campaigns, including writing and designing email templates, newsletter planning and creation and setting up automated email sequences.
- Work with the team to create and manage digital advertising campaigns, including developing ad copy and graphics.
- Oversee the production and SEO-optimisation of high-quality blog content, including identifying and producing content that addresses our audience's needs and can be repurposed on social media.
- Monitor and analyse website, blog and social media analytics to track performance and identify areas for improvement.
- Ensure brand consistency and alignment across all digital channels.
- Assist in managing and updating the company website and apps, including content creation, optimisation and maintenance.
- Keep up-to-date with the latest digital marketing trends and technologies and make recommendations for implementing new strategies.
- Work with the Marketing Manager and utilise AI tools to optimise campaigns.
- Report on campaign performance and ROI, socials engagement and conversion.