

Operations Assistant



GoGetters

Team:

Operations

Hours:

Full time, 37.5 hours/week

Location:

HQ – Harlow, Essex

Direct Reports:

No direct reports

Skill Level



Experience



Enthusiasm



What to expect in Operations

GoGetters Operations are the heartbeat of the business. We're a fun, committed team with a broad remit that touches every major part of the business. This means we take on a wide variety of tasks – no two days are ever the same. On a daily basis we maintain, monitor and act upon the key operational KPIs to ensure that GoGetters continue to deliver a market leading service capability whilst running at optimal efficiency.

What you'll bring...

A hunger to learn from your colleagues across the GoGetters team and a willingness try your hand at a wide variety of tasks and challenges across this fast-paced business. Your energy and enthusiasm will shine through as you take your first steps in a promising career.

Why this job matters...

Providing support to the broader Operations team, you will be responsible for laying the foundations that will enable us to deliver a market leading experience for our customers, partners and colleagues. You will be the oil in the GoGetters engine.

What you'll be doing – your key accountabilities

- Assistance on menu uploads and edits for partner restaurants
- Management of app and partner reviews
- Assist with customer queries
- Assist with partner hardware management
- User experience testing across our platforms
- Contribute towards Competitor analysis & monitoring
- Assist with driver events, rewards and communications
- Operational data collection & reporting
- Input into Operational Plan

Skills & experience required for the role

- Familiarity with MS Office suite
- Strong written communications skills
- Strong verbal and interpersonal skills
- Customer Service experience desirable
- Numeracy skills and high level analytics
- Ability to multi-task
- Ability to work to deadlines
- Fast learner – an ability to quickly familiarise yourself with new processes and systems

This is a great chance for someone with big ambitions to hit the ground running and join a business that's growing rapidly. We are looking to develop someone and have them grow with us. If this sounds like you then get in touch now.



www.gogetters.co.uk