



JOB DESCRIPTION:

Operations Services Associate

Job Title:
Operations Services Associate

Main Purpose of Job:

This is a new role reporting to the Operations & Partnerships Manager, to assist with day-to-day handling of partners. You will be the go-to person for any platform issues or queries our partners have whilst using the platform.

Assisting Operations & Partnerships Manager with onboarding some exciting new partners, and project managing new third party integrations.

You will also be able to take responsibility for building out partner reporting and streamlining existing processes.

Responsible to:
Operations & Partnerships Manager

Main Tasks of Job:

- Assist Operations & Partnerships Manager with the day-to-day management of partner enquiries. Raising any reported bugs with the Development Team.
- Liaise with Customer Service and Insurance Teams to resolve partner issues.
- Assisting Operations & Partnerships Manager with onboarding of new partners
- Assist with monthly partner reporting, including partner performance
- Approving vehicles uploaded by partners and general Platform management
- Assist with researching and project managing the implementation of third party integrations that benefit our platform partners.
- Work with Finance Team for monthly partner invoicing

Requirements and skills

- A commercial and analytical mindset - with experience of managing partners
- Strong communication at all levels
- Highly organised, ability to plan and prioritise a number of tasks to deliver results in time.
- Ability to work collaboratively and independently as required.

Benefits:

- 25 days annual leave
- Buy & sell up to 5 days annual leave
- Birthday days off
- Hybrid working