



## CONSIDERATE HOTELIERS

### **Office Manager - Sustainability Advisory & Tech Company**

#### **The opportunity**

You will have an opportunity to work in a vibrant environment, within a passionate team committed to bringing positive change in the hospitality industry and growing the business to become the leading specialist in the segment.

We are an innovator in sustainable technology for the hospitality industry – having just won a Government tender for an innovation for the SME hospitality market.

You will be required to manage core processes, which are key to running the business efficiently and therefore support all the team in their individual tasks. You will also be responsible for always being on top of the latest technology systems to make the internal processes run smoothly. Additionally you will support the sales efforts of the company by having an active part in pitching preparation and face to face meetings.

#### **Company Background**

Considerate Hoteliers' mission is to help hospitality businesses to operate more responsibly. Through our sustainability data management platform designed specifically for the hospitality industry, we allow hospitality businesses to monitor, interpret and improve their environmental performance, while saving costs and reducing inefficiencies in their operations. We also support hoteliers with advisory services, which cover CSR strategy, staff workshops, management of resource consumption, corporate reporting and the provision of various sustainability toolkits. Considerate Hoteliers works with clients worldwide from the head offices in London and Munich.

#### **Job position**

We require a Customer Relationship & Office Manager with approx. 3 – 4 years experience in such a role to support the London based team. This vital position is to ensure that all proposals, contracts, invoices and other account management systems, such as CRM and mail-shot software, are run smoothly and according to company standards. The role will predominantly involve an office-based execution of tasks but will also include client relationship development, and participation in meetings with some of our clients and partner organisations.

#### **Main Responsibilities**

##### **1. Bookkeeping - Xero**

1. Bookkeeping with account reconciliation
2. Chasing for payments
3. Produce monthly sales report
4. Team KPIs communication

##### **2. CRM System - Capsule**

1. Process in place how to input/delete data. Control checks on monthly basis
2. Scraping data regularly
3. Closing opportunities/ accounts / proposals at the end of each month and reconcile it with Xero

##### **3. Online Communication- Constant Contact**



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1. Layout for newsletter, e-mail shots
2. Database segmentation and upkeep
3. Coordination of Blogs for website and Social Media
4. Website content update with website design company (Word Press)

### **4. Sales Support**

1. Sales support in pitches
2. Alignment with brand guidelines for product deck presentation
3. Regular contact with assigned clients and managed accounts
4. Maintain strong relationships with key business partners.

### **Essential**

- An interest for environmental sustainability and hospitality- ideally with some working experience in this field
- Ability to cross reference systems in order to align sales pipelines with financial forecast as well outstanding payments
- Excellent organisational skills, including considerable CRM, database and accounting experience
- Strong time/process management skills and ability to establish priorities and work to deadlines
- Excellent oral and written English and confidence in communicating with people from different levels and from a variety of backgrounds
- Experience in writing proposals, reports & communication material
- Knowledge of Word Press
- Ability to work well in a small team
- Able to work in a fast changing, start-up environment with an ability to adapt to a variety of tasks and changing priorities

### **Ideal**

- Relevant university degree (BSc) or diploma in Sustainable Management & Accounting or Sustainable Tourism and Communication
- Understanding of communication systems for commercial mail-shots, newsletters and promotional activities
- Knowledge of climate change, sustainability or non-financial reporting, along with legislative, market and voluntary market developments, particularly in sustainability and the hospitality sector
- Strong understanding of brand streamlining, visual presentations and preparation of other promotional material
- Experience in designing & facilitating workshops
- 2<sup>nd</sup> language a big bonus as rest of team all bi-lingual

### **Salary will be in line with the candidate experience**

If you are interested in applying for this position, please send a cover letter + CV to [benedetta.cassinelli@consideratehoteliers.com](mailto:benedetta.cassinelli@consideratehoteliers.com)