

# WORK WITH US



## OPERATIONS & MEMBERSHIP MANAGER

Applications close: Wednesday 13th December 9am (UK)

Ideal start date: Late January 2024

*Southtuitive*<sup>®</sup>  
LEADERSHIP

# THE OVERVIEW

You're more than an Executive Assistant. Your strategic organisational, problem-solving and implementation skills will support our tiny team in scaling, to make a bigger difference in the world. You'll be playing a pivotal role in helping us to increase impact we can have in the world.

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## **PART TIME, REMOTE WORKING**

Salaried role at 20 hours per week (4 hours most days), spread over Monday to Friday (hours pre-agreed, to be during our team's core hours of 1pm to 3pm, UK time), on a permanent, employed basis.

You can work from anywhere in the UK, as long as you have stable, reliable, secure, high-speed internet. We all work remotely - office-free zone - and meet up in-person, three times a year.

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## **REPORTING TO THE FOUNDER**

You'll report directly to the founder. We're a small team and you'll supervise external contractors.

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## **SALARY & HOLIDAY**

Salary for a suitably qualified candidate is between FTE £35,000 and £44,000, pro rata for a 0.5 role. Occasional overtime may be required in busy periods, but is not normally expected.

Annual leave is 28 days, including bank holidays, based on a 5-day working week. An extra day is added for each year of service, subject to performance.

This role includes company pension contributions, which rise with each year of service, subject to performance.

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## **ADDITIONAL BENEFITS**

This role includes access to Clare Josa's online training programs, on a self-study basis, as agreed with Clare, with the exception of certification programmes.

This role includes eligibility for the company's profit-sharing scheme, subject to performance.



# WHO ARE WE?

We're a heart-based organisation, with our feet firmly on the ground, on a mission to make a difference in the world by supporting people to:

- ditch Imposter Syndrome
- prevent burnout
- become free from toxic resilience
- have positive mental health
- make the difference you were born to make

If we had a motto, it would probably be:

***Changing the world isn't so much about what you do,  
but about who you allow yourself to become.***

And if we were to sum up the essence of our mission in just two words, they would be:

***Spread hope***

Traditionalists would call us a leadership development and consulting company, but we prefer to think of ourselves as inspirers of passionate world-changers.

Our founder, Clare Josa, to whom you would report, is considered a global authority in Imposter Syndrome. She's the author of 8 books and a sought-after international keynote speaker on how to change the world by changing yourself.

We run online and in-person training, certification programmes up to Master Coach level, and also create bespoke programmes for corporate clients.

Our next big project is birthing the Natural Resilience Method® App, which captures the essence of Clare's work from the past 20 years and shares it in daily 5-minute chunks, to crank up your confidence, shrink stress levels, and get you consciously creating a life that makes the 'future you' do a happy dance.

We don't do 'sticking plasters' - we get people clearing out the root cause triggers for the stuff that has held them back, so they can wave goodbye to coping strategies and feel the relief, freedom and excitement that comes with becoming the 'real you'.



# WHO ARE YOU?

## YOU'RE A PROACTIVE IMPLEMENTER

- Trust and integrity are hard-wired into your DNA and you are excited about representing our brand and our business in the wider world, directly supporting our clients and students
- You're not just great at getting things done, you excel at thinking 3 steps ahead and preventing potential problems, without drama. Prioritisation and planning are second nature to you, but you have the flexibility to shift gear, if priorities change.
- People trust you and feel a sense of relief when you take responsibility for making sure things happen, because they know you'll keep them on track and hold them accountable, from a place of excitement about the common goal
- You're driven by data, with great interpersonal skills, and are experienced in helping people to prioritise their task list to ensure every customer is delighted to have chosen to work with us, without us feeling overwhelmed or falling into people-pleasing
- You get a kick out of supporting others to thrive, and also love to share your own ideas. You thrive when working towards a goal where you get to lead the how-to, rather than being given step-by-step tasks
- You love tech and are proficient in Wordpress, ActiveCampaign (or similar) and pick up new systems easily (with training if required)
- You have excellent attention to detail, balancing perfectionism and pragmatic efficiency
- You love balancing strategy and tech, and are a quick learner, on a mission to become an expert when it comes to new software systems and processes
- You have the ability to handle difficult conversations, and to set boundaries, for example due to client scope creep, or chasing overdue invoices, without things getting awkward
- You're a self-motivated person who is comfortable working remotely, and taking the initiative, whilst having virtual contact with the others in the organisation, and with clients, suppliers, partners and students



# ABOUT THE ROLE

You'll be the person who enables the business to grow, sustainably, helping to keep us on-track and ahead of deadlines, creating workflows that enable us to thrive - and delight our clients.

## KEY ACTIVITIES

- Managing key elements of a project process, ensuring tasks are completed on time, including co-ordinating other people's tasks, keeping everyone on track, and proactively preventing potential problems.
- Being our expert user in our project management system (Asana) breaking complex projects down into manageable chunks & tasks, assigning them with deadlines that mean we make progress, without burning out, and being responsible for making sure we deliver.
- Having an overview of commitments and workloads (for you, Clare, Marketing Manager, our Tech VA), to make sure we smooth out the peaks, troughs and bottlenecks.
- Managing external contractors, including our tech support people, external supplier tech support, and our tech VA, and arranging additional ad hoc VA support, as needed.
- You'll keep on top of our KPIs, including Google Analytics, and warn us well ahead if things could be going off-course. You are great at presenting information in ways that are visually appealing and easy to skim read and understand.
- Using Kaizen concepts to further improve and document our processes (with team involvement), so we can scale without stress.
- Drawing up client and coach contracts (support and templates provided), plus creating, sending and gently chivvyng invoices.
- "Email triage" - all non-client emails and enquiries will hit your inbox first, and you'll filter them to where they need to go. This means you'll need to have a strong grounding in our tech systems, for first-port-of-call student tech support.
- Working in partnership with our tech VA, with both of you creating and updating content on the company's Wordpress websites, including our training portal, ActiveCampaign, and our other systems (training for Captivate.fm, Thrive Themes and AccessAlly available).
- Being the community manager for our membership and students, helping the team to create a remarkable experience for our students and graduates.
- Any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.



# TOOLS WE USE

Training is available, but you will need to demonstrate that you can pick up new software quickly. Most of our work is using Google Suite. Strong knowledge of this, Wordpress and ActiveCampaign are essential. In addition, you will work with the following tools:

## STAYING IN TOUCH

We use Front App for email, because it allows us to work collaboratively and share notes and suggestions, whilst keeping track of customer enquiries.

Other communication is via Whats App and Zoom.

## STAYING ORGANISED

We use Asana as our project management system. It's easy to stay on-track and it integrates with our email system.

For file sharing we use Google Drive and Amazon S3. For calendars we use Google Calendar and Acuity.

## WEBSITES

We use a range of systems:

- Wordpress (strong working knowledge is essential)
- Thrive Themes / Architect
- AccessAly (Learning Management System)
- Captivate.fm for our podcasts

## CRM: ACTIVE CAMPAIGN

We use this as our client and student database. It is an integral part of our LMS training system, and it is also what we use for our newsletters. You will need to become a confident user of this.

## MAKING THINGS BEAUTIFUL

We use Canva for creating brochures and social media graphics.

We use Headliner and HappyScribe for audiograms and video captions.

## DATA

We use Google Analytics as part of our KPI measurement, and familiarity with this, including the latest developments, would be an advantage, because you will be running this for us.

# THE APPLICATION PROCESS

Closing date  
10am UK-time  
13th December  
2023.

1

## APPLICATION QUESTIONS

CVs don't show the amazingness of who you really are, so we ask you to complete an application form. You will find the link to that on the next page.

## CUP OF TEA

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The next stage, depending on your application, is a 20-minute informal virtual 'cup of tea' with Clare Josa, so you can ask questions about the role and help us to see why you're a great fit. From this, we'll draw up a shortlist to interview.

3

## PRE-INTERVIEW TASKS

Short-listed candidates will be asked to complete a one-hour task that represents the kind of work you'll be doing, so both you and we can see if it's a great fit for you. This will be submitted at least 2 days before your interview.

## VIRTUAL INTERVIEW

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Successful applicants will then be invited to a Zoom interview. You'll be given the questions 2 days in advance, so you get to show us the real you, not the 'on the spot' you.

5

## JOB OFFER

If offered the role, this will come with a formal offer letter, your contract, and a request for references.

## SMOOTH START

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If these are satisfactory, that's the point at which to tell your current employer.

We'll agree with you an on-boarding process so you quickly feel at home, as a member of the team, helping us to make an even bigger difference.



## HOW TO APPLY

CVs don't really tell us much - or allow you to show us who you really are.

So, instead, here's how to apply:

**Please click this link to complete a short application form:**

**<https://opsmanager.scoreapp.com/>**

Please don't use ChatGPT - this is a chance for you to sell yourself. Please provide brief examples to demonstrate the points you make.

Se, by 10am on 13th December 2023.

Thank you.