



Senior Launch Associate

Role Description for Senior Launch Associate

About the Role:

Fresho is looking for a Senior Launch Associate to be a leader among the team responsible for the launch process of our software with new clients.

We are looking for an experienced professional, who is comfortable dealing with fresh food suppliers and promoting the use of Fresho across their businesses and customers. You will be part of a growing team and report to the Launch Team Lead. Coordinating with suppliers and customers, making confident decisions on the fly, improving processes and communicating with internal stakeholders are all key aspects of this role. This role would suit someone who is analytically minded, enjoys building and implementing new processes, carrying out data analysis and working with new technologies.

The Launch Team is considered the engine room at Fresho and our input is valued across the business. The rapid growth that Fresho is experiencing provides plenty of room for individuals to grow and develop skills both within the launch team and in other interest areas across the business as a part of our 'Minor' program.

Responsibilities:

- Work as a leader within the Launch team to ensure best practice processes are implemented
- Ensure our software is rolled out to all new Fresho clients in a smooth and timely manner
- Assist in the planning and scheduling of software rollouts
- Supervising medium and large sized launches, assisting launch associates where they require help
- Liaise with suppliers to ensure their needs are met and that they are comprehensively trained to allow them to get the most out of Fresho
- Collaborate with third parties to ensure the successful creation of supplier accounting software integrations
- Liaise with the marketing team about using marketing tools to improve uptake amongst existing customers

- Provide input into product development and the prioritisation of development based on user feedback
- Drive efficiencies in process through change and development ideas to help the business continue to grow
- Manage and oversee separate projects that fall under the team umbrella
- Roll out other products to existing users including paid features
- Understand our clients businesses, identifying opportunities and product market fit
- Develop a thorough understanding of the software to enable effective problem solving for our clients

What will support your success

The Senior Launch Associate needs to be excellent at dealing with people from all walks of life and comfortable working in a fast paced, fast growing environment. You will need to move between the big picture and the small. Working closely with a team that can generate significant traction for the business while also driving efficiencies across the team.

We have identified the likely experience, skills and knowledge that will support your success in the role.

Experience and Qualifications

- Experience multi - tasking and prioritising under pressure with minimum supervision
- Proven ability to pick up new concepts quickly, and easily articulates those concepts succinctly to other stakeholders
- Job Specific Specialised Knowledge & Skills would be desirable e.g project management
- Tertiary qualification is desirable
- Work experience in hospitality or in the fresh food supply chain will be viewed favourably
- Management experience is desirable

Skills Knowledge & Attributes

- Great communication skills

- A drive for success
- Excellent time management in a fast-moving environment
- Ability to manage multiple projects
- Process driven
- Attention to detail
- Superior organisational skills
- Tech savvy
- Leading by example
- Strong stakeholder management skills
- Problem solving

Company Overview

Fresho is a fast growing tech start-up on a mission to positively transform the footprint of the wholesale fresh food industry.

Our ordering and order management software is revolutionising the way the entire industry operates - from day to day operations, to mental health and wellbeing, to food waste reduction - the impact of Fresho touches every aspect of the sector in a hugely positive way making it more profitable, efficient, enjoyable and sustainable.

The food industry has been operating the same way for hundreds of years. Wholesale food suppliers typically operate in high stress, time poor environments using antiquated operating processes that result in high food waste. We know there is a better way.

Around the world, roughly one third of the food that is grown, caught and manufactured ends up as wastage. That equates to 1.3 billion tonnes in the food industry alone each year. And that doesn't sit well with us. That's why reducing food wastage is at the heart of what we do, and what drove us to create our industry-leading technology.

Fundamental to our culture is the belief that our people are everything. We are purposefully building our culture along with our fast growing business to make Fresho a fun, positive and inclusive place to work for our dynamic team of Freshonauts.

Our team comes from a range of working backgrounds and have found in Fresho a culture which has enabled them to thrive. We have ex hospitality professionals, chefs, fast food managers, business grads, engineers and many more. This leaves us in the privileged position to provide diverse perspectives and insights which our customers love.

Fresho has raised over \$18m to date and processes approximately \$2.5m a day through the platform. The business is headquartered in Melbourne, Australia with offices in Sydney, Auckland, New Zealand and London, United Kingdom and customers in Australia, New Zealand, United Kingdom and United States.