



## ABOUT DELIVEROO

Deliveroo is on a mission to transform the way the world thinks about food delivery. It's not a chicken chow mein and a night on the sofa anymore, it's your favourite local restaurant, it's a dinner party, a date.

We're four years in, and along the way our team has taken hundreds of ideas from brainstorming to global rollouts. And that's just what we're like at Deliveroo, no compromise allowed and lots of food inspired challenges to get your teeth into. Out of the box thinking is actively encouraged and we move quickly to make great ideas happen..It's a formula that's working too, we're bringing great food to customers in 12 countries and over 200 cities.

## RESPONSIBILITIES

### Marketing Associate

Based in Hong Kong and reporting to both the Marketing Manager & Content Manager for Hong Kong, the Marketing Associate will be responsible for supporting the HK Marketing Team on marketing campaigns, analysis and reporting.

- Support planning & execution of marketing campaigns (offline, online and social campaigns) with other departments and external vendors
- Work with Content Manager and continuously create engaging graphics, photos, imagery, video and copy using Adobe Creative Suite (both online and offline)
- Handle print & multimedia production projects (e.g. social media post, direct mail, flyers, emails)
- Assist in copywriting for promotion materials in both Chinese and English, including but not limited to website, email, press release, etc.
- Respond to messages and comments received on social media platforms in a timely and appropriate manner
- Monitor competitors' marketing activities, ad trends and archives
- English to Chinese translation work
- Analyze and report on ROI of marketing campaigns and initiatives
- Manage daily administrative tasks to ensure the Marketing department runs smoothly

## REQUIREMENTS

- Bachelor's degree in Business, Marketing, Communications, PR or related discipline
- Minimum 1 year of Marketing/digital experience preferably in food and beverage or related field and has an understanding of the local market
- Excellent Chinese & English written and oral communication skills. **Cantonese fluency is a must.**
- Must be proficient in Adobe InDesign, Illustrator, Photoshop
- Analytical skills with solid MS Excel experience

- Creative, independent, multi-tasker, hard-working, well organized and a team player
- Understanding of the social media landscape and content that works on the key channels - Facebook and Instagram
- Experience in video content
- A self-starter with a proactive can-do attitude, comfortable with constant change & fast-paced environment

## **BENEFITS**

- Become one of the key employees of a fast-growing, exciting startup changing the food delivery landscape
- Open, respectful and fun company culture
- BIG Friday lunches – food Deliveroo'd to the office
- Gym and phone subsidies
- Basic health and dental insurance coverage
- Have a real impact on the company's growth and evolution
- Work with people who love what they do every day
- Great online learning courses delivered by global universities

## **Head of Marketing**

### **REQUIREMENTS**

The ideal candidate would have experience scaling marketing, both online and offline. The candidate can come from both in-house or agency (or preferably both) backgrounds. **Cantonese fluency is a must.**

- 4+ years marketing experience, ideally both online and offline
- Exhibit high degrees of creativity to support ideation of marketing campaigns that appeal to a diverse range of customers in Hong Kong
- Display high levels of analytical horsepower: being numbers driven is key as you need to look at weekly new and return customer metrics to decide on appropriate marketing initiatives and budget allocation
- Equally happy to be on the streets driving a street activation campaign and being in the office looking at customer cohort numbers and coming up with actionable, data-driven insights
- Proven ability to successfully develop and execute major multi-channel marketing campaigns
- Experience in leading teams
- Experience in a high growth consumer oriented startup a plus
- Ability to use photoshop and similar a plus
- Agency experience combined with in-house execution track record preferred

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# Operations Support Associate

## THE ROLE

We're looking for talented people to join our Operations Support department and help to keep our hard-working riders happy and motivated. Rider Support drives Deliveroo's relationship with riders, building a community and keeping them at the heart of everything we do. This is the perfect opportunity to take your first steps in an exciting, fast-growing business and develop your operational abilities.

## RESPONSIBILITIES

- Supporting the implementation of new processes to drive efficiency within the team and provide amazing service to our Riders
- Managing inbound queries from our Riders
- Dealing with and coordinating responses to escalations and working to better our issue escalation processes
- Providing excellent customer service to our Riders
- Creating, analysing and sharing reporting with relevant stakeholders
- Handling administrative tasks

## REQUIREMENTS

- 1-2 years of relevant professional experience
- Written and verbal English and Chinese - bilingual proficiency
- Clear and engaging communication skills in person, on the phone and in writing
- Ability to deliver complex messages and explain concepts clearly and succinctly to a diverse audience
- Refined interpersonal skills, ability to empathise and connect with people from a wide variety of backgrounds
- Significant experience in a people-facing role
- Confidence to remain calm under pressure and instill calm in others

## BENEFITS

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- Open, respectful and fun company culture
- BIG Friday lunches – Deliveroo'd to the office of course!
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## **Customer Service Associate, Full-time/ Part-time**

### **RESPONSIBILITIES**

We are looking for multiple Customer Service Associates. This is an opportunity to become a founding and critical member of a rapidly growing startup. You will be directly responsible for the on-time delivery of food from Hong Kong's finest restaurants to thousands of homes and offices across the city. This is a role for an intelligent, motivated, self-starter who is looking for a job that has ample career advancement opportunities.

Your role will include but not limit to:

- Monitoring orders placed via Deliveroo up to completion
- Liaising with different teams to ensure orders run smoothly
- Providing feedback to relevant teams to help improve our customer experience
- Responding to customer requests via telecommunications
- Investigating and resolving customer complaints and queries

### **REQUIREMENTS**

- Diploma or above in any disciplines
- Customer-oriented attitude with good telephone manner as well as problem solving skills
- Excellent skills in English and Cantonese, proficiency in English and Chinese word-processing
- Ability to use multiple systems and multitask in a fast-paced environment
- Ability to quickly assess a situation and problem solve to point of resolution
- Fast learner and good time management
- Self-motivated, hardworking with strong sense of responsibility
- Working experience in customer service sector is an advantage
- Availability on weekends

### **BENEFITS**

- Competitive Holidays
- 5 Days Work Scheme
- Health Insurance
- Dental Insurance
- Gym Reimbursement
- Fun working environment
- Regular team activities
- Access to Deliveroo Plus (no delivery fee on all Deliveroo orders)
- Every Friday we order lunch for everyone from restaurants on the Deliveroo platform

## **Partner Service Agent, Full-time/ Part-time**

### **RESPONSIBILITIES**

We are looking for someone to help our restaurant partners with their day to day inquiries as a part of our Partner Service team. The team is rather new and the role is quite junior and may involve admin heavy duties. There will be plenty of opportunity to grow and expand the role. You will be responsible to answer inquiries by our restaurant partners over the phone and through email. This is a role for a motivated, self starter who is looking for a job that has career advancement opportunities.

Your role will include:

- Provide technical support to restaurant partner staff
- Maintain restaurant records by updating account information.
- Work closely with the Account Executive, Account Management and Customer Service team in ensuring service levels are met.
- Deal with the creation and updating of our restaurant menus

### **REQUIREMENTS**

- Excellent written and spoken Cantonese and English
- Cheerful personality, good team player and ability to work under pressure in a fast-paced environment
- Able to communicate across different teams and resolve any issues that might arise
- Experience with Salesforce would be beneficial
- University students are welcomed
- Able to effectively communicate to a wide range of people via telephone or email

### **BENEFITS**

- Competitive remuneration
- Competitive Holidays
- 5 Days Work Scheme
- Health Insurance
- Dental Insurance
- Gym Reimbursement
- Fun working environment
- Regular team activities
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- Every Friday we order lunch for everyone from restaurants on the Deliveroo platform

# Site Operations Associate

## THE ROLE

As a Site Manager you are responsible for maintaining and the smooth running of your own Deliveroo Editions site made up of five to ten delivery only kitchens. Working within a wider team you will be responsible for improving the kitchen efficiencies with an aim to deliver food quicker and more reliably:

- Managing the day-to-day running of a Deliveroo Editions site; *meeting health & safety standards, managing stock deliveries, site cleanliness etc*
- Improving our restaurant partners kitchen operational efficiency
- Improving site efficiency and reducing site operational costs
- Liaising with our restaurant account management and rider operations teams to improve our overall site performance

## REQUIREMENTS

- 2+ years in FMCG operations, hospitality or similar
- Strong team and partner communication with exceptional attention to detail
- Good with numbers - comfortable with data to inform your decisions
- Must be fluent in Cantonese and English
- Understanding of basic budgets
- Comfortable with shift work; *inc evenings and weekends*

## BENEFITS

- Become one of the key employees of a fast-growing, exciting startup changing the food delivery landscape
- Versatile development opportunities
- Flat hierarchies and a dynamic start-up atmosphere
- Open, respectful and fun company culture
- Big Friday lunches – food Deliveroo'd to the office
- Gym and phone subsidies
- Basic health and dental insurance coverage
- Have a real impact on the company's growth and evolution
- Work with people who love what they do every day

## Head of Site Openings, APAC

### THE ROLE

Based in Hong Kong as Head of Site Openings - Deliveroo Editions, you will be responsible for getting every one of our restaurant partner kitchens set up all across Hong Kong, Singapore and Australia at lightning speed. You are our kitchen setup expert working directly with our restaurant partners and you will work to introduce our partners to our standardised Editions models for their specific needs and get it up at running ready for operation:

- Delivering Editions kitchens on time and on budget
- Source locations and property for Editions kitchens
- Understanding restaurant partner needs and aligning with overall project goals
- Overall responsibility for kitchen and site location layouts
- Evaluating utility requirements to ensure that we maximise location area potential
- Working with partners and the site operations team to prepare and countdown each location / kitchen opening for safe and legal sign off / handover to ops
- As a key member of the launch team updating and liaising with the group to problem solve and deliver best outcome solutions for Editions

### REQUIREMENTS

The role requires experiencing in launching new restaurant sites and strong communication skills:

- 4+ years experiencing launching new kitchen / restaurant locations
- Experience of working with and approving kitchen layouts
- Experiencing in working within budgets
- Strong communication skills with key partners
- Available to travel
- Fluent in Cantonese preferable

### BENEFITS

- Have a real impact on the Company's growth and evolution
- Open, respectful, fun company culture
- Work with people who love what they do everyday
- BIG Friday lunches - Deliveroo'd to the office of course!
- Deliveroo PLUS – never pay the delivery fee when you order food!
- Mobility laterally or upwards within the company – show us you love what you do and are good at it, and we'll notice.

# Planning and Analytics Associate

## RESPONSIBILITIES

You will be a part of the team responsible for the operational performance of the delivery network in Hong Kong, encompassing reliability, availability and efficiency. You ensure that we have the right number of riders on the road in the right place at the right time. Additionally, you optimise the rider's experience of working with Deliveroo whilst taking into consideration the customer's delivery experience and the wider priorities of the business.

Your responsibilities include:

- **Using analytics to improve the delivery network** - identifying areas for improvement and owning innovative and data-driven solutions to increase the availability, reliability and efficiency of the network
- **Matching supply and demand** - using a range of measures to ensure that we have enough riders in the right place at the right time
- **Working with stakeholders from other departments** - ensuring coordination with upcoming operational changes as well as supporting the work of those departments where possible
- **Continuously identifying opportunities for improvement** - identifying, prioritising, managing, and executing projects to a deadline to improve operational performance in line with business priorities
- **Experimentation** - running tests to explore creative solutions and establish the levers that exist when matching supply and demand, for example a/b testing

## REQUIREMENTS

- **Analytical** - able to use large data sets to extract the relevant information to both identify and resolve issues
- **Strategic** - able to 'think big' as well as execute 'on-the-fly' via understanding the dynamics of our business
- **Effective communicator** - able to disseminate ideas in a clear, concise manner to the relevant stakeholders
- **Track record of 'getting things done'** - know when you have enough insight to make a call and apply the 80 / 20 rule - rapid high quality decisions
- **Logical** - get to the crux of an issue quickly, using sound logic and empirical evidence and without over-complication
- **Team player** - able to work as part of a team and engage stakeholders to achieve a common goal
- **Project management** - able to identify a project; collect resources; identify and engage the relevant stakeholders, and deliver impactful results
- **Workload management** - able to prioritise work by considering the impact and scale of the work, as well as managing time effectively to meet deadlines
- **Have an opinion** - know your stuff, have an opinion, be prepared to debate it, and come to the best solution for Deliveroo
- **Inquisitive** - infectiously curious, thoughtful and able to question the status-quo

## BENEFITS

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