

Job Description: Founders Associate or Operations Executive

Location: London, UK

Position Type: Part-Time or Full-time, In-Person

About Uptime Labs:

Uptime Labs provides highly realistic simulation drills to help enterprises train their IT incident managers. Our platform enhances communication, coordination, and decision-making skills under time pressure during IT incidents. We are growing rapidly and have just raised our Seed investment round. Our clients include household names such as Trainline and IG Group.

Role Overview:

We are seeking an ambitious, proactive and detail-oriented Founders Associate or Operations Executive to join our growing team. The ideal candidate will help us scale our operations by setting up efficient systems and processes and solving a wide range of day-to-day problems as they arise. This role requires someone who is enthusiastic, proactive, has a growth mindset, and is a natural problem solver. The Operations Executive will work very closely on a daily basis with the founders and core management team, offering a great opportunity to acquire a wide range of skills relevant to a high-growth startup. There is clear scope for this role to grow with the company, ideally into a head of operations role, or an adjacent function that will be required as the team grows, such as head of partnerships, head of people, or chief of staff.

Key Responsibilities:

- **Continuous Process Improvement:**
 - Help to keep a hybrid team of remote and in-person team members closely aligned and coordinated, ensuring clear and timely communication across the team.
 - Identify opportunities to streamline processes and improve efficiency.
 - Implement scalable systems to support company growth.
 - Track key operational metrics and provide regular reports to management.
- **Human Resources:**
 - Manage recruitment processes including posting job ads, screening candidates, and scheduling interviews.
 - Oversee onboarding and offboarding processes.
 - Maintain employee records and handle HR-related queries.
 - Coordinate employee training and development programs.
- **Payroll and Accounts:**
 - Process payroll and ensure timely payments.
 - Manage accounts payable and receivable.
 - Prepare financial reports and assist with budgeting.
 - Liaise with external accountants and auditors as required.
- **Office Management:**
 - Maintain a well-organised and efficient office environment.
 - Arrange travel and accommodation for team members.
 - Handle general administrative tasks and support the management team.
- **Operational Support:**
 - Develop and implement operational policies and procedures.

- Ensure compliance with legal and regulatory requirements.
- Support the management team in project planning and execution.
- Coordinate with vendors and service providers.
- With support from the team, assist in ad hoc knowledge-based tasks such as desktop research, grant applications, drafting documents, etc.
- With support from the team, continually maintain a clean and up to date investor data room. If you are not sure what this would involve, it will be okay - the team has plenty of experience and can teach everything you will need to know. A smart, proactive individual will be able to handle this perfectly with no prior experience.

Qualifications and Skills:

- Academic excellence is preferred but not essential for an otherwise strong candidate.
- Proven experience in an operational role in a startup environment.
- Strong organisational and multitasking skills.
- Excellent communication and interpersonal skills.
- Flexibility, strong work ethic, and strong prioritisation and coordination skills.
- Familiarity with HR and accounting software, or the ability to quickly pick up proficiency in new software tools.
- High attention to detail and problem-solving abilities.
- Ability to work independently and as part of a team.
- Enthusiastic with a growth mindset and a willingness to learn and adapt.

What We Offer:

- Exceptional opportunities for rapid professional development and career growth.
- Working closely with the founders and senior management team.
- Hands-on experience in a high-growth startup environment.

How to Apply:

Please submit your CV and a cover letter explaining why you are the ideal candidate for this position to sina.ataherian@uptimelabs.io. We look forward to hearing from you!