

Job Specification – Event and Service Coordinator

Reporting to	Zack Duffin, Marketing & Communications Manager
Department	UK Operations
Location	London
Job Type	Full time (flexible options available, weekend work required throughout summer event season)
Requirements	Full UK Driving License
Start Date	ASAP
Salary	Competitive, depending upon candidate profile and experience.

Company

Loowatt builds high-quality closed-loop toilet systems for global markets. Loowatt has offices in London and Antananarivo, Madagascar. We currently operate in the UK, Ireland, Madagascar, Malawi and The Philippines.

This is a great opportunity to join a pre-Series A hardware company on the cusp of growth. Our dynamic team, talented in design, engineering, and business development, has been building innovative sanitation technology since 2010. We take a hands-on approach, not shying away from life's most difficult challenges. We have been funded by private investment, the Bill & Melinda Gates Foundation, and Innovate UK, amongst other funders.

Loowatt designs and manufactures off-grid toilet systems that are waterless, odourless, chemical-free and energy generating. In emerging markets, Loowatt is piloting household toilets linked to energy-generating systems, and planning to expand coverage in the low-income urban communities. In the UK, Loowatt's toilets serve off-grid events such as the Royal Windsor Horse Show and Wilderness Festival, and process waste into utility-run anaerobic digestion systems to produce power.

Role

You will be joining a fast-paced team, focusing primarily on the coordination of our event operations in the UK and Ireland.

- Liaising with toilet service customers throughout the planning and delivery stages and maintaining company-wide services calendar
- Managing contractor and partner relationships to ensure successful delivery of all toilet services.
- Allocating resources to service operations and improving efficiency: reducing transport, staff and haulage costs.
- Scheduling and organising waste collection, transport, labour requirements for toilet services in the UK.
- Ensuring compliance: health and safety, licenses, site access, accreditation
- Managing customer feedback: Testimonials, feedback, queries.
- Organising branding collateral, consumables, and cash collection equipment for customer-pay events.
- Managing inventory in and out of depot: consumables and equipment.
- Supporting financial processes for servicing arm.
- Providing a dynamic and energetic human hub, linking the sales team with the delivery and resource recovery teams to optimise our services.
- Offering additional administrative support for office activities
- Providing enthusiasm, positive energy and a hands-on attitude

Key Skills and Experience

- You should be known for your exceptional organisation, planning and scheduling skills.
- Strong spoken communication skills – face-to-face and telephone negotiations
- You should work accurately and effectively at a fast pace and with great attention to detail.
- You should enjoy solving problems and be able to react to changing situations.
- You'll need to consistently demonstrate excellent verbal and written communication skills.
- You're willing to go the extra mile to delight clients and support your team.

- Strong computer skills including professional aptitude with MS Office particularly Excel and Word
- Knowledge of Pipedrive CRM and XERO is desirable but not essential.
- Willingness to travel and readiness to be on-call during services.
- Strong professional sense of accountability and responsibility, willingness to take the lead when required and go the extra mile to ensure success.

To apply, please send a CV and cover letter to zack@loowatt.com