



# Rosterfy

## UK General Manager Position



# Who are Rosterfy

# “Connecting communities to events and causes they are passionate about



Rosterfy is a global leading, end-to-end enterprise volunteer engagement platform powering over 100 million volunteer hours. We exist to **connect communities to events and causes they are passionate about.**

Used by over **3 million volunteers** across **35 different countries**, Our SaaS platform powers mass volunteer programs across the globe for Not-for-Profits, local government, sporting federation, and major events. Our all in one solutions helps our clients to recruit, retain, reward and train their volunteers, whilst also ensuring compliance.

We are proud to serve a wide variety of customers:



**100M** volunteer hours powered by Rosterfy

**35** countries use Rosterfy

**3M** volunteers and staff use Rosterfy





# Evolution of Rosterfy



Rosterfy is founded by Shannan Gove, Bennett Merriman and Chris Grant.



First client: **Cycling Australia**



**Office in Melbourne Established**



First international client: **Tough Mudder**



Join Launch Pad led by Australian Government to launch Rosterfy in USA



**US Office Established**



Rosterfy delivers Super Bowl LI in Houston



**First of 8 consecutive Super Bowls**



**500,000 workforce using Rosterfy**



Sign Cricket World Cup 2019



**UK Office Established**



**UAE Office Established**



**Sign 3 year contract with Dubai World Expo**



Rosterfy secures \$2m in funding



**LASEC select Rosterfy to power decade of events**



Rosterfy starts The Engaged Volunteer Podcast



**20,000,000 volunteer hours powered by Rosterfy**



**Signed FIFA**



**Signed Birmingham Commonwealth Games**



**15 full time employees at Rosterfy**



**Signed British Heart Foundation in the United Kingdom**



**Signed UEFA**



**80,000,000 volunteer hours powered by Rosterfy**



**Office in Sydney Established**



Rosterfy secures \$9.4m in funding from Bailador. David Kirk becomes Chairman



**Rosterfy now operating in 14 different countries**



Launch of Rosterfy's Volunteer App!



**100,000,000 volunteer hours powered by Rosterfy**



**50 full time employees at Rosterfy**



**Rosterfy now operating in 26 different countries**

2014 — 2015 — 2016 — 2017 — 2018 — 2019 — 2020 — 2021 — 2022 — 2023 — 2024



# Our values:



## RESPECTED

We behave in a way that earns the respect of our teammates, clients, partners and the wider industry. People want to work here.



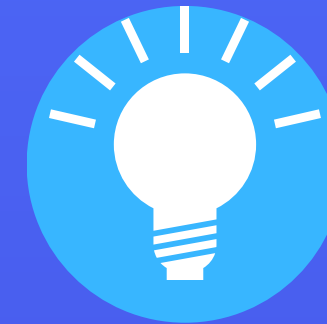
## RELIABLE

We are responsive, accountable and trustworthy to ourselves & our clients. We do the simple things really well.



## BRAVE

We always show up no matter the challenge or situation. The greater the obstacle, the greater the glory in overcoming it.



## INNOVATIVE

Our team, our product and our aspirations have no boundaries.



## INCLUSIVE

One team, one dream. We are better together and always have each others backs. Our communication is inclusive and there are no silo's.



# Your Career at Rosterfy

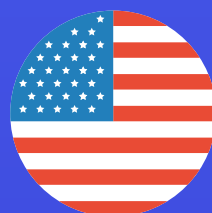


# Be part of something special

- ✓ **Rapid Growth:** Rosterfy is a rapidly expanding company, doubling in size every year. Backed by top investors, Rosterfy is on a rocket ship trajectory, set for incredible growth and success.
- ✓ **Global Impact:** We are reshaping volunteering globally and have an ambitious goal to redefine what it means to be a volunteer. Work with us, and be certain that you will make an impact.
- ✓ **Well-liked:** with 4.5 stars on Capterra, and winners of various awards, we are well loved by clients and recognised for our exceptional service and innovative solutions.
- ✓ **Awesome clients:** We've been the volunteer management platform for 7 consecutive Super Bowls, Lifeline, & Oxfam amongst many other happy clients across 26 countries.
- ✓ **Competitive salary:** We offer a competitive salary commensurate with experience and qualifications, along with comprehensive benefits.



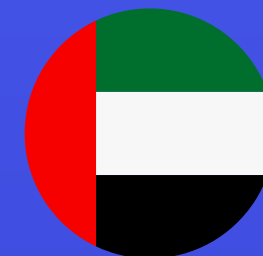
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Melbourne Office



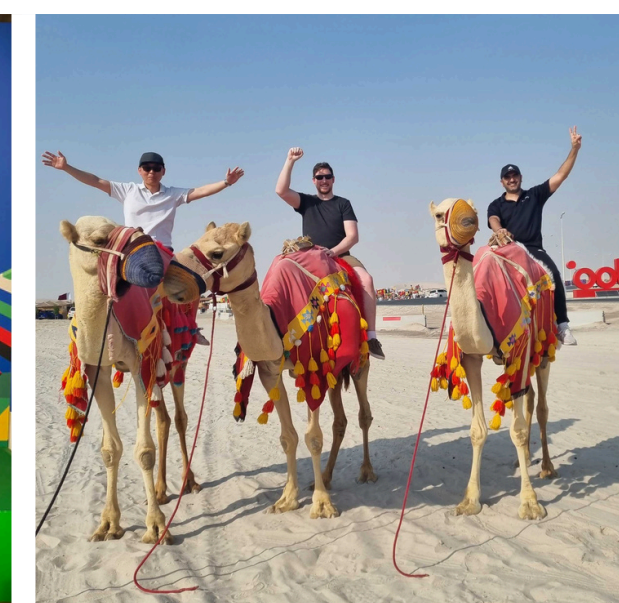
Dallas Office  
Colorado Office  
New York Office



London Office



Dubai Office





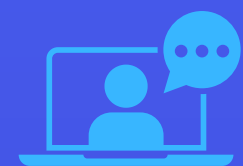
# Our people matter



## Pledge 1%

With a mission to **connect communities** it's important that we encourage our employees to give back to organisations close to their heart through volunteering.

Rosterfy are committed to contributing 1% of employees time to volunteering initiatives; this includes 4 paid volunteering days a year!



## Upskilling and training

We want our employees to be the best version of themselves and have dedicated budget for training and upskilling.



## Travel opportunities

With a global team, enjoy the opportunity to meet your colleagues and clients with opportunity to travel around the world, courtesy of Rosterfy.



## Celebrate with the team!

From birthdays to team bonding activities to Friday night drinks, we're committed to making work a place that you want to be!



## Paid parent leave

We follow best practice parental leave policy in each country so you can take time off when it matters.



## Incentive program

Any successful customer referrals will earn our employees **10% of the customers first year license fee**.

Know a superstar employee? Successfully refer a new team member and you'll be eligible for a **\$5,000 bonus**.



## Bonusly rewards!

We encourage all of our employees to reward their colleagues and shout out employee contributions that align with our values. Use these points to redeem gift cards, meal vouchers or donate to your favourite charity!

# Employee Engagement Survey Results



Check out what employees had to say about Rosterfy as a place to work (based on end of Q1 results, 2024):

94%

I am proud to work at Rosterfy \*\*\*Global average for SaaS companies is 86%

94%

I have confidence in the leaders at Rosterfy

88%

I see myself working at Rosterfy in 2 years time \*\*Global average for SaaS companies is 66%

88%

My physical space is enjoyable to work in



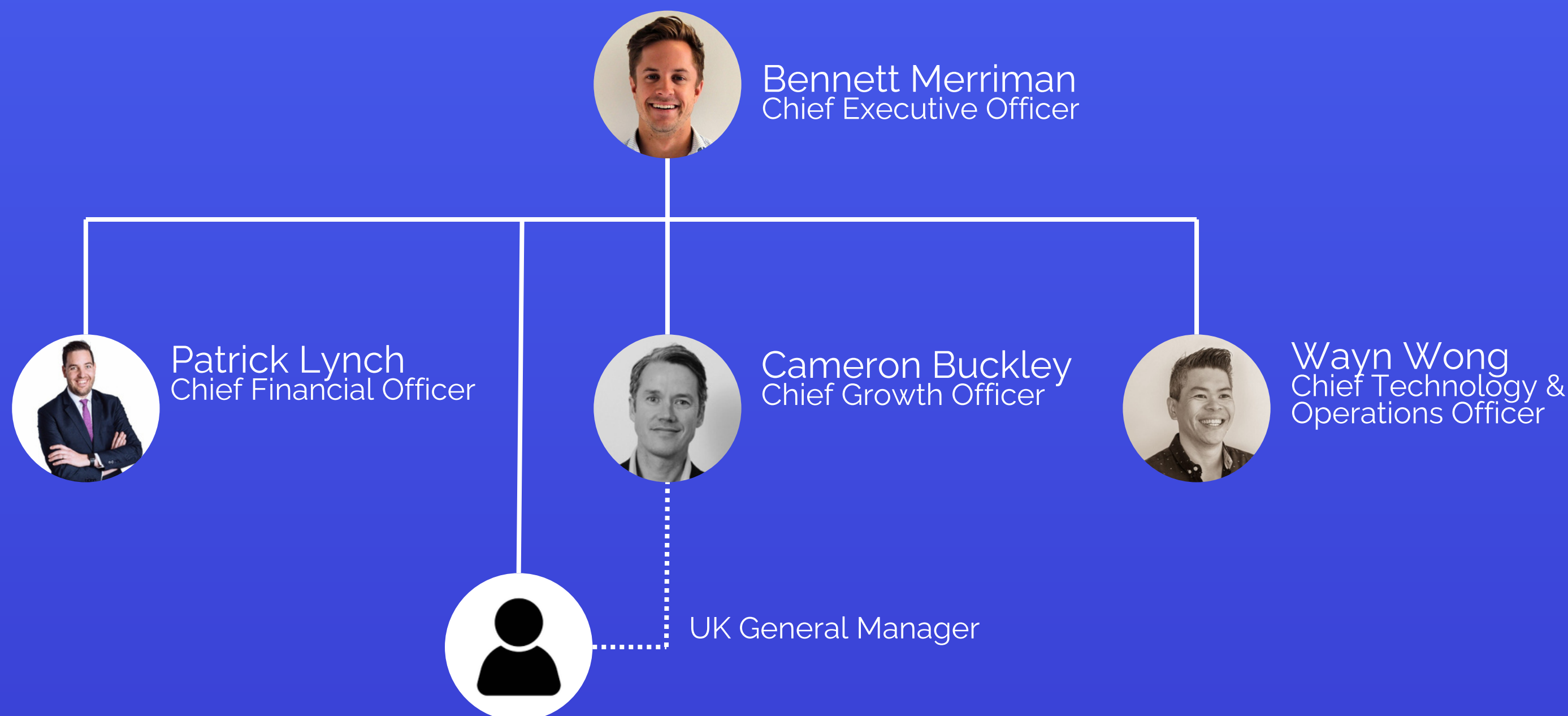
# The Role



# Where you will sit



This senior position will be pivotal to our growth in the UK/EU market. Reporting directly to the CEO and working closely with the CGO, the UK Based Regional General Manager will lead our London team, drive our growth strategy, and oversee business operations. This role is essential in fostering a high-performing culture and achieving our ambitious goals in a fast-growing, dynamic environment



# UK General Manager

We are looking for a UK Based General Manager to lead our driven team in London and drive Rosterfy forward in our fastest-growing region across the UK/EU. It will be the job of the Regional Manager to lead the growth strategy and business operations. You will coach and develop the team and drive a high-performing culture to enable us to reach our goals. Rosterfy is a fast-growing business, therefore, we are looking for an agile, team player who is highly motivated about what we do.

## Key Responsibilities

- Lead the localisation and execution of Rosterfy's global growth strategy and business operations for the UK/EU market, translating worldwide strategies and priorities into local plans.
- Enable and drive the growth of our clients, user base, and revenues in the UK/EU
- Be the UK/EU market lead for our Global leadership team, with a proven record of growing revenue and scaling successful regional teams.
- Serve as an ambassador representing the Company's interests, operating with the highest integrity, and building strong networks and communities with key influencers in the country and region.
- Recruit, lead, and develop local team members.
- Build sustainable processes within Rosterfy's ecosystem that drive key, effective, and efficient sales, services, and marketing. Leading change and inspiring the organisation, making seamless transitions to meet the needs of the customers and the business.
- Oversee daily commercial operations and set performance objectives. Plan, evaluate, and optimize operations to be efficient, scalable, and cost-effective.
- Prepare performance reports for presentation to the exec management team & board.
- Responsible for regional governance, ensuring company standards and procedures are followed.
- Dedication to excellent customer outcomes. Assisting in managing escalated customer issues and incident reports in the region.

### Required Skills and Experience:

- Experience in building out and managing a team. As an ambassador of our mission, you must exhibit the self-awareness, integrity, and coaching skills to model and instill the values of Rosterfy.
- Preference towards individuals with a deep understanding of the core UK/EU NFP market, with relative experience in Government, Sport or Higher Education.
- Someone with a demonstrated track record of success leading a fast-growing SAAS business in the region.
- A collaborative and consultative leader of a cross-functional team over a sustained period.
- Someone proficient operating at the executive level and as a regional spokesperson in the media, while also managing the day-to-day enabling of their teams and tackling the work required to scale the business.
- Strong technical aptitude and desire to learn the Company's product set.

### We are looking for:

- Someone who leads from the front, is hands-on, and willing to get closely involved with the team, our clients and the market.
- B2B SaaS experience in a fast growth scale-up business
- 10+ years in a commercially focused senior management position.
- 5+ years experience in managing the full regional P&L for a B2B SaaS business.
- Strong organisational, planning and prioritisation skills.
- Excellent verbal and written communication skills.
- Demonstrate Leadership and supervisory capabilities.
- Ability to recognise areas of improvement and make changes using good judgment.
- Ability to establish and maintain positive and professional, work relationships with all stakeholders, internal and external.

### Nice to have:

- Passion for volunteering and/or social impact.
- Experience implementing and managing Hubspot CRM.
- Someone who is Bi-lingual across key European countries.





 **rosterfy**

Bring volunteer management to life

