



Wanted: Absolutely No Nonsense Admin Assistants

Location: the ANNA Experience Team, Cardiff

What's your superpower?

- * X-ray vision?
- * **Flawless written English?**
- * **Passionate about customer service?**
- * **The sleuthing skills of Sherlock Holmes when it comes to problem-solving?**

Read on if you can answer our bold questions with a "Yes!".

The set up

ANNA Money is a mobile app and business current account with debit Mastercard®. ANNA comes with smart services like invoice management, and coming soon are VAT calculations and tax reminders. Why ANNA? We stand for 'Absolutely No-Nonsense Admin'. And the ANNA Experience Team stand up for 'Absolutely No-Nonsense Service'.

Between our AI capability and Customer Experience Team, the ANNA Money app becomes a super-efficient digital assistant that takes the pain out of financial chores for business owners.

At ANNA we do things a bit differently to other fin-tech brands. Partly because we're a design-led business with a creative ethos. Partly because we know that a teaspoon of fun helps everyone get through their day. If you haven't heard the world's first miaowing debit card in action, do check out our film <LINKTim's piece/film on site>.

Role requirements

- Being a brilliant written communicator. You articulate what you want to say with clarity, confidence, warmth and poise, on any channel – think app chat, email, social media.
- Being a 'can-do' partner to ANNA's developing AI capability. We're building the best customer support team in the UK through a combination of people-power and machine learning. Eventually the AI will do the repetitive work, leaving you to sort out the juicier, more complex tasks – but we've a long way to go until reaching that point.
- An eye for detail. Making sure identification and operational tasks are handled with vigilance and scrutiny – we're a financial service after all.
- Being direct. Solving problems with honesty and decisiveness. Asking for help if you don't know how to sort a task out.

- Being empathetic. Talking and listening to customers is the core of our service. You'll get to the heart of what people need or want, even when they don't know what they need or what they want.
- Enough resilience to deal with complaints. This role can require bravery, politeness and endless patience all at the same time.
- Collaboration know-how. You'll need to consult with our wider team to work issues out of the business as we grow.
- A business-facing brain: you'll be dealing with questions on payments, invoice management and bank cards.
- A thirst for knowledge: our new features will add areas you'll need to become expert on.
- A drive to help people: in essence, you'll be an on-call assistant for small business owners, entrepreneurs and freelancers.

Why should you apply?

- You have superb literacy skills
- You like technology
- You want to "WOW" at every opportunity
- You want to champion the very best in customer service
- You embrace and drive change – it's a startup environment
- You're organised and love to take ownership of whatever comes your way
- You're great at explaining things
- You're up on social media
- You're a creative problem-solver
- You're fearless, passionate and determined
- You're upbeat, honest and fun
- You want to help build a positive team spirit

What next?

Send your CV and a letter explaining why you'd be brilliant at this job. We'd also like you to answer the following questions on video (maximum two minutes). Please send both to careers@anna.money.

- What attracts you to ANNA?
- What's your superpower?
- If you won the lottery, what would you do?
- When did you last receive amazing customer service? When did you last give it?
- Tell me when you've gone the extra mile – what happened, and why you did it?