

The logo for FYXER is displayed in a large, black, sans-serif font. The letters are widely spaced. Below the main text, the words "VIRTUAL ASSISTANTS" are written in a smaller, black, sans-serif font. The background of the top section of the slide features a light gray, stylized mountain range silhouette.

FYXER

VIRTUAL ASSISTANTS

FYXER Careers: What it's like working for FYXER

FYXER

Hi, welcome to FYXER. This guide will explain all you need to know about joining the FYXER team, including:

- What is FYXER?
- What is a Fyxer?
- What is a Co-Fyxer?
- What is remote working?
- Why work for FYXER?
- FAQs

What is FYXER?

- FYXER is the market-leading Virtual Executive Assistant service in the UK.
- FYXER is moving quickly. Founded in 2015, we have grown from a team of three to a team of 60 in under four years.
- FYXER is committed to excellent service and is used by hundreds of executives across multiple businesses.
- FYXER is going places. Over the next two years, we plan to triple in size.
- FYXER is a remote company. Since August 2019, our employees choose where they work, Monday-Friday.

What is a Fyxoer?

- At FYXER, we call our Executive Assistants, Fyxers
- Fyxers typically look after three different businesses and the role varies from client-to-client. A typical day can include:
 - 80% core EA activities, such as inbox management, diary management, booking travel and research tasks.
 - 20% project-based tasks, such as organising events, helping put together a presentation or drafting a report.
- Fyxers are full-time salaried employees earning £30,000 pa. Once you've passed the probation period and are working with all of your clients, you'll have access to a £7,000 bonus scheme.
- Fyxers work between 8.30am-5.30pm, Monday-Friday, with an hour for lunch. Clients are supported between 9am-5.30pm UK-time and are informed Fyxers are not available after 5.30pm.
- Fyxers work remotely, besides 1-2 days a month for client visits and the FYXER team day.

What is Co-Fyxr?

- Co-Fyxers are part-time EAs who work alongside Fyxers.
- Co-Fyxr's perform much of the same tasks as a Fyxr. A typical day-to-day will include:
 - 80% core activities, such as inbox management, diary management, booking travel and research tasks.
 - 20% project-based tasks, such as organising events, helping put together a presentation or drafting a report.
- Co-Fyxers work with a Fyxr for a minimum of 80 hours per month on a self-employed basis at £13 per hour. Typically, this will include:
 - Four hours per day, Monday-Friday.
 - Approx. 40 hours working with a client who you solely support.
 - Approx. 40 hours spent supporting a Fyxr and their clients.
- Co-Fyxers work remotely all of the time (although they are, of course, always welcome to come to FYXER team days and our social events).

What is Remote Working?

- Since August 2019, FYXER has been a fully remote company.
- We believe how you work is more important than where you work, so at FYXER being a remote worker means you can work from wherever suits you best, be it the comfort of your own home or a buzzy neighbourhood café. Whatever works for you!
- You won't be alone, however. All Fyxers and Co-Fyxers work in teams with an Account Manager on-hand to support you and ensure you and the client are happy.
- If you want to know more about the benefits of remote working at FYXER, read our [Remote Working Guide](#).

Why work for FYXER?

In our latest FYXER Engagement Survey, 91% of the team said they would recommend working at FYXER. Here's why:

- **Lyndsay, Fyxr:** *“Spending more time with my son and avoiding a lengthy commute were the obvious benefits, but as soon as I realised the financial sense, it was a no-brainer”.*
- **Helen, Fyxr:** *“Looking back, it’s astonishing that I used to think commuting three hours a day was ‘normal’ - I’m never going back”.*
- **Melanie, Fyxr:** *“Now, I can be coming up with solutions to my client’s issues one minute and running through Epping Forest with my dog Boris the next.”*

Read more about how [joining FYXER](#) has changed the lives of Fyxers Helen, Lyndsay and Melanie.

- **Holly, Co-Fyxr:** *“The flexibility means I not only get to be a mum, but I can also be switched on and do the job I enjoy, plus be financially independent in our little family”.*
- **Romana, Co-Fyxr:** *“I can do all the things I had wanted to do as a working mum...and still have a varied, interesting job, where I can manage my tasks from home, a cafe, or wherever my week takes me”.*

Find out how [being a Co-Fyxr](#) was the “perfect role” for young mother Holly.

Fancy joining the FYXER team?

- We're currently hiring, so if you are interested in applying for a role please click [here](#) to learn more about the next steps and how to apply.
- FYXER is growing. If you're not ready now, but would like us to occasionally get in touch with roles, please email careers@fyxer.com and we will add you to our mailing list (we promise we won't spam).
- If you have any questions about being a Fyixer or Co-Fyixer, then please do read the FAQs or get in touch with us at careers@fyxer.com

FAQs

How does the salary and bonus work?

Fyxers are full-time salaried employees earning £30,000 pa, paid in monthly installments by PAYE. The £7,000 performance-related bonus scheme is offered and awarded quarterly and is based on delivering excellent service, client feedback and meeting client hours.

What training will I receive?

In your first week, you will receive a 5-day orientation from the comfort of your own home. You will learn how to set up your office and how the company works, while virtually meeting your team and receiving remote training on working techniques, client management and FYXER's ways of working.

How do you manage clients and what are billed hours?

Each Fyxer has three clients to manage and works 160 hours per month, which are billed to the client. Fyxers who work 200 billed hours have a Co-Fyxer work alongside them to help support the client.

FAQs

What technology do you use?

At FYXER, we primarily use G Suite, Slack and Asana. During your first week orientation, you will learn how to use these technologies. If one of your client's uses different tech, you will learn that too on a client-per-client basis.

Are there opportunities for progression?

Yes. Previous Fyxers have moved into Account Manager roles and operations roles. Meanwhile, as FYXER grows, there will be new roles to grow into. All roles are advertised on the Fyxer website and we are keen on internal hires.

What is it like working for FYXER?

Working for FYXER is exciting, challenging and empowering, but don't just take our word for it...head to slide 7 to find out why 91% of the FYXER team would recommend working at FYXER.

FAQs

Can I combine the Co-Fyxr role with a full-time job or another part-time role?

The Co-Fyxr position requires a minimum of four hours per day, Monday-Friday, 8.30am-5.30pm. As such, it isn't possible to combine the role with a full-time job.

If you have a remote part-time role and you can still commit to four Co-Fyxr hours each day, combining the roles can work really well. However, if the part-time role is, for example, two days per week onsite, that wouldn't be possible.

Do I have to be in London or even in the UK?

We hire people who can work UK hours, have the right to work in the UK and are UK taxpayers. The full-time Fyxr role does require occasionally catching up with clients face-to-face and a monthly team day (mainly in London). The Co-Fyxr role is 100% remote. As such, most FYXER employees are UK-based (but you can, for example, work a week from France if you have no face-to-face commitments).

Is there a fee to work at FYXER?

Not at all! We are not a franchise opportunity or an agency.

FAQs

Do I need to be self-employed or set up a limited / umbrella company to apply?

The full-time Fyxrer role is a salaried PAYE position, so you will be fully employed by FYXER. The part-time Co-Fyxrer role requires you to be self-employed. Co-Fyxrers would register as self-employed with HMRC (you can do this via their website or by giving them a call). There is no need to create a limited or umbrella company.

I've got children. Can I do the school run in the full-time role?

Yes! The full-time role offers flexibility for your life outside work, with many parents in Fyxrer roles taking time out their day for the school run. As Fyxrers need to be available to clients until 5.30pm, this may mean keeping an eye on things whilst you're out and then cracking on once home.

What benefits will I receive?

All FYXER employees will receive contractual maternity pay, pension contributions, life insurance and access to our Employee Assistance programme, which provides counselling and coaching as required.

FAQs

What equipment do I need?

FYXER provides Fyxers with a FYXER laptop. Fyxers provide their own mobile phone, but we contribute a stipend to bills. However, as Co-Fyxers are self-employed, they are required to provide their own equipment.

Neither role is ever required to purchase any software and we use an app to make any international calls so you won't have any charges on your mobile bill.

What do you believe in? Do you have company values?

Yes. At FYXER our values are:

- Put customers at the forefront of every decision.
- We are Fyxers, not assistants.
- Think like an owner.
- Care genuinely about yourself and others.