



## Charity Support Specialist

We're looking for an exceptional Charity Support Specialist to join the Charities team here at JustGiving. This is a full-time role based in central London.

### About us

JustGiving is the UK's leading provider of online fundraising services to charities and their supporters. We currently have around 8000+ charity clients and over 8 million users of our online services. Since our launch, we have helped ordinary people raise extraordinary amounts of money, over £1bn, for the causes that they care about.

We think JustGiving is an interesting place to work. We have a pretty flat structure, with people working in multi-disciplinary project teams to get things done. Everyone who works here has a voice and a stake in the business. We have unusual investors, who believe in growing our business in a balanced, sustainable way (they have yet to take a penny of profits out of the business).

### About the role

JustGiving is looking for a Charity Support Specialist to deliver a first class service experience to our charity members. You will be providing support to our charities on a daily basis via email and over the phone. On an average day you can expect to help charities with queries that arise from fundraising on our website, including how to make the most of our online fundraising tools. You'll also help manage our online support resources and look for opportunities to proactively help charities achieve their goals. This is a perfect opportunity for someone who shines at providing member care with a personalised touch and wants to be involved in the world of online fundraising. If you are self driven and motivated and enjoy a lively work atmosphere working with a team who really care about what they are doing this could be the role for you.

### About You

- Educated to degree level with previous experience working in a client/customer services role in a online or charity environment
- Passion for the the web, social media, charities, fundraising, and most importantly helping people
- Experience of managing client expectations and building relationships
- Experience using customer service software and databases in a Windows environment
- Experience writing digital support content (ie using a CMS)
- Have excellent communication skills, with an excellent standard of written and spoken English
- A flexible mindset, so you're able to respond quickly to change and when the unexpected occurs
- Solution driven with fantastic trouble-shooting skills; you look to get to the root of things using resources at hand and collaborating with others
- Strong organisational skills managing your own workload
- Experience with fundraising, online or offline would be a plus

In return for everything that you can bring, we pay competitive market rates and can offer you an exciting, challenging role in a growing business that's part of something bigger, with plenty of opportunities to learn – and of course enjoy it at the same time.

Are you the one we are looking for? If this sounds like you, please send your CV, together with a covering letter describing why you think you are the right person for us to our People Team at [jobs@justgiving.com](mailto:jobs@justgiving.com).

We embrace diversity in our applicant's backgrounds. The successful applicant will have eligibility to work in the UK.