



## Community Care Advisor

We're looking for a Community Care Advisor to join the Community Care team here at JustGiving. This is a new, full-time role based in one of the best parts of 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 £526 million, for the causes that they care about.

We think JustGiving is a very 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

The ideal candidate will have a passion for delivering a truly unique and memorable Customer Care experience to all of our users. You will be a customer champion devoted to providing tailored and considered support on a daily basis via email and over the phone. A genuine interest in our business and an understanding of its function in the market place. This is the perfect opportunity for someone who wants to be involved in the world of online fundraising and work for a company that is leading its growth. We are far from a call centre: JustGiving prides itself on giving all employees a voice and encourage development. If you are self driven and motivated and enjoy a lively work atmosphere working with people who really care about what they are doing this could be the role for you.

This role is for Monday to Friday with a 7.5 hour shift between 9am and 6pm. You will be required to work weekends as part of a 3 week rotation and you will receive 2 days off in the week when it is your weekend shift.

### About you

We're looking for someone educated to degree level and with previous experience working in a customer facing role in a fast moving online environment. You'll also have:

- You love the web, social media, charities, fundraising and most importantly people!
- Proven customer service experience
- Experience of managing user expectations
- Understanding of the evolution of support teams as crucial to the success of a business
- Understanding of the culture of online consumers
- Worked with an online organisation
- Understanding of the evolution of support teams as crucial to the success of a business
- Have excellent communication skills, both by phone and email
- Strong organisational skills: the ability to manage you own workload with a keen eye for detail
- Excellent standard of English
- Focus on accuracy and quality
- Be flexible and open to change
- Have the ability to respond quickly to the unexpected in an environment that is constantly changing
- You are solution driven and look to get to the root of things using data and collaborating with others across the business

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.