



## Consumer Helpdesk Advisor

We're looking for a Helpdesk Advisor to join the Community Support team here at JustGiving. This is a 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 Community Support team are the eyes, ears, and voices of our online fundraising community and have the overall task of guaranteeing the highest possible user & customer satisfaction. We communicate with our users via email, phone, and social media. We are active in gathering user needs then advocating these across the business, whether it is a product request, comms issue, or site bug. In turn we are also responsible for being the frontline voice of JustGiving and ensuring our tone is consistent with our key marketing messages.

Your role is a fundamental aspect of the service we provide. You will be supporting our users online and by telephone on their fundraising efforts, providing guidance and advice to ensure they get the best out of the JustGiving product. Due to our diverse user base, queries will vary from general fundraising questions to basic help navigating the website. You will also play a key role in gathering user needs and helping to advocate these across the business.

Our helpdesk operate from 8am-8pm on weekdays and 9am-5pm weekends. The role will be Monday to Friday 12pm – 8pm.

### About you

The ideal candidate will be educated to degree level with a passion for delivering a truly unique customer service experience. A genuine interest in our business and an understanding of it is a pre-requisite. This is an ideal post 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're self-driven with a positive outlook and enjoy a lively atmosphere with people who really care about what they are doing this could be the role for you.

- You love the web, social media, charities, fundraising, and most importantly people
- Proven customer service experience
- Worked within an online organisation
- Have excellent communication skills by phone and email
- Have strong organisational skills, the ability to manage your own workload, a keen eye for detail
- Have an excellent standard of written English
- Be flexible and able to respond quickly when the unexpected occurs in an environment that is constantly changing

In return for everything that you can bring, we pay competitive market rates and can offer you an exciting 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 [hvv@justgiving.com](mailto:hvv@justgiving.com). We embrace diversity in our applicant's backgrounds. The successful applicant will have eligibility to work in the UK.