



## Community Manager

We're looking for a Community Manager to join the Community support and marketing 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

We love our users and are passionate about helping them raise more funds for charity using our fundraising pages and innovative fundraising tools such as our Facebook & Iphone apps. We're looking for a community manager to support our users via our community forums, the blog and social media (Twitter, Facebook etc). In fact anywhere across the web where our users are having conversations about JustGiving we need someone to proactively and helpfully participate. This is a new role that will sit across our support and marketing teams. As part of the marketing team you will help to seed stories and ideas, spread fundraising idea and tips - ultimately driving interest in the brand and traffic to the site. As part of the support team you will make sure our users' problems are answered and they are kept up to date with site issues.

However, we don't want there to be a distinction between these two sides of the role. Ultimately you are responsible for answering our users' questions, wherever they appear across the web, to help them with support issues, fundraising questions, tips and ideas or even just saying hello to build relationships between our users and JustGiving.

Another key part of the role is to advocate user needs to our product and business teams. You will be responsible for gathering the data on user experience, product requests and bugs (from email, phone and social media data) and presenting it back to the business teams to make sure the users' voices are heard and the company is responding to these needs.

### Job Specifics:

- The majority of your time will be spent listening, monitoring, and actively supporting our users through our social media channels (Forums, blogs, Twitter, Facebook)
- You will gain a deep understanding of our product, company strategy and vision behind it to direct your interaction with users
- Responsible for gathering the information and data required to make our users needs felt across the business, working with the product and business teams.
- Work closely with the support team in resolving user queries and to evaluate and consolidate user requirements for delivery to other teams
- Your role will work with both the community support and marketing teams. As part of the marketing team you will act as a brand ambassador, promoting products, seeding campaigns, and participating in conversations to engage users.
- Play a key role in building the JustGiving community, particularly through our community forums. You will be the primary moderator of our forums and responsible for making it a place where our users feel they are in safe hands
- Updating our Blog with support issues and responding to comments on the blog as they come up.

### About you

- We're looking for someone educated to degree level and with at least 2 years previous community management experience. You must have a good knowledge of social media monitoring tools and proven experience in achieving business goals through the use of social media.



- You must have exemplary online editorial skills; a crystal clear communicator with the ability to adapt your style to a particular tone of voice.
- You must love data and have experience of using excel for basic data manipulation
- You love the web, social media, technology, charities, fundraising, and most importantly people
- You are solution driven, you look to get to the root of things using data and by collaborating with others across the business
- Proven delivery of easily understood data and requirements to support product requests to facilitate relationship between users and teams across the business
- Be flexible and able to respond quickly when the unexpected occurs in an environment that is constantly changing
- Experience of managing user expectations/disputes and building relationships with advocates
- You have ideas and can do more with less. You are comfortable making a decision, then working independently to see it to completion

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 [hvu@justgiving.com](mailto:hvu@justgiving.com). The closing date for applications is 5th September 2010.

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