

JOB TITLE	Reports to	BUSINESS CENTRE
Campaign Support Executive	Projects & Campaigns Manager	Social Bite 1 Leith Walk Edinburgh EH6 8LN

PURPOSE (Why the role exists)

In this role, you will support Social bite’s campaigns, fundraising and marketing team to deliver two major fundraising campaigns/events by maximising fundraiser satisfaction through excellent customer service and by helping the team to deliver the campaign objectives efficiently and effectively.

KEY OBJECTIVES

- Deliver first class customer service to everyone who interacts with Social Bite on behalf of upcoming campaigns
- Provide administrative support to the internal campaigns team to meet and exceed fundraising targets set around the campaigns
- Enable everyone to have a great experience when taking part in Social Bite campaigns.

KEY CHALLENGES

- Wide-ranging variety of incoming enquiries to resolve
- Dealing with difficult participants and/or general enquirers whilst maintaining professional composure throughout.
- Working remotely without immediate, in-person support from colleagues.

JOB CONTEXT

- Field incoming enquiries via phone and email, resolving at the first point of contact wherever possible.
- Help event participants navigate registration process and fundraising platform when needed.
- Maintaining CRM system to ensure all information is kept up to date and accurate.
- Light account management of fundraising teams to help keep them engaged with the campaign and on track to meet fundraising goals.
- Take a proactive role in tracking and logging any bugs/issues which arise with campaign websites and/or fundraising platform.
- Monitor and engage with online community.
- Provide administrative support to the wider organisation on an ad-hoc basis.
- Work closely with campaigns, fundraising and marketing team to help ensure campaign goals are met (or exceeded).
- Handle sensitive customer information and data appropriately and in accordance with all relevant regulations (including GDPR)
- Any other relevant duties required

KNOWLEDGE, EXPERIENCE AND QUALIFICATIONS

(Required for the job not of the current job holder)

Required

- Excellent communication skills, both written and oral.
- Excellent organisation skills and ability to prioritise workload.
- Excellent attention to detail
- A natural problem solver and ability use initiative when required.
- Ability to work independently and as part of a team.
- Excellent IT skills and good knowledge of Microsoft Office, e.g., Outlook, Excel, and Word in particular
- Experience of dealing with a high volume of customer enquiries within an organisation and/or previous experience in a customer facing role and providing excellent customer service.

Desirable

- At least one years' experience of working in an office environment/similar role?
- Experience of using Zendesk, Freshdesk, or similar customer support software.
- Experience of hosting and partaking in virtual calls via Zoom, Teams, Hangouts and/or any other video calling software

RELATIONSHIPS – Internal & External

Internal:

- CEO and Co-Founder
- Projects & Campaigns Manager
- Head of Individual Giving and Marketing
- Development Director
- Corporate Partnerships Manager
- Community Fundraising Manager
- Engagement Manager
- Operations Officer

External:

- Fundraising and registration platform
- Web Developer
- Range of fundraising participants and campaign supporters (including general public, corporates, schools, etc.)
- Stripe Communications (for PR requests that come through via email)