



The Big Give - Operations Executive

The Big Give is the UK's number one match funding platform. We are a non-profit organisation which has a huge impact and big ambition for the future. We are responsible for the UK's biggest online match funding campaign, the Christmas Challenge, which raised over £24m last year. Since being founded by Sir Alec Reed CBE in 2007, the Big Give has helped to raise £190 million for thousands of UK-registered charities.

We're currently hybrid working and are based in our Covent Garden office 1-2 days per week, where we're hosted by Reed.co.uk (UK's #1 Job Site). This means you will get all the benefits of working in a small non-profit team with a start-up mindset while being supported by a larger corporation.

Due to growth in the Big Give's operation, we're recruiting this new position to our small but impactful team.

Role purpose: To provide an effective first point of contact with many of the Big Give's customers, including charity partners and donors. Provide support to the rest of the Big Give team across a variety of digital, operational and customer projects.

What you will do:

- Responding to inbound queries to the Big Give - supporting both Charities and Donors
- Verification and onboarding of charities onto the Big Give platform
- Supporting operational effectiveness within the Big Give team, for example creating Salesforce reports, digital project management support, managing invoices., Data management & administration

About you:

- Committed to providing effective customer service, representing the Big Give's brand values of generosity, purpose, trustworthiness and togetherness
- A brilliant attitude; committed, hard-working and willing to learn
- Exceptional organisational skills, ability to plan your work and manage your time effectively
- A desire to want to achieve results to make a difference in a small successful team
- Attention to detail

What you need:

- Customer service experience, ideally in a digital environment
- Exceptional IT skills - comfortable working in a "tech first" environment. Our most widely used apps include G-Suite, Slack, Jira, Salesforce, and SurveyMonkey.

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- Strong communications skills with an excellent standard of written and spoken English
- Strong numerical skills
- A good understanding of the UK charity sector (desirable)

What you'll get

- £25,000 - 30,000 salary (depending on experience)
- Up to 30 days of Annual Leave, excluding Bank Holidays
- Flexible working, including the provision to work from home
- Investment in your personal development
- Other benefits include childcare vouchers, a company pension scheme, personal accident cover, a personal development allowance and free eye tests.

How to apply

Send a CV and a short cover letter (no more than one page) explaining your motivation and how you fit the job description to recruitment@thebiggive.org.uk. Application deadline: 30th July 2022.