Role profile –Technical Support Officer

Key information

Title: Technical support officer

Reports to: Digital Manager

Salary: £28,000 pro rata

Contract type: 2 days / 14 hours per week, flexible

Location: Office or home-based, with regular attendance at the office in Central London (Millbank) for team activity.

Flexibility: This role is part time, 2 days / 14 hours per week, flexible with core hours between 10am and 4pm

Out of hours working: The postholder will be responsible for some out of hours digital support.

Role purpose

Empowering local European Movement groups to use digital tools effectively in their campaigning and organising.

The European Movement is people led and our grassroots activists are at the heart of what we do. This role is crucial to supporting our key local stakeholders to use digital tool and achieve their potential. As well as technical ability, the ideal candidate will be excited to help build the movement and make a difference to volunteers and activists across the UK.

Key contacts

- Grassroots team
- Local branches, particularly branch chairs, membership officers and data processors
- Nationbuilder liaison

Role description

Local groups support

- Manage technical aspects of the Nationbuilder core supporter database, including managing issues as they arise for local groups.
- Respond to enquiries and act as a first point of contact for local group users and stakeholders, providing technical database advise and support.
- Maintain and update the local groups directory, including the local groups map

- Maintain an up-to-date source of guidance and training for Nationbuilder for volunteers and local groups
- Host regular training sessions and online drop-ins to troubleshoot issues or share new developments
- Manage the onboarding process for new local groups, including relevant training and compliance checks.
- Seek out ways that grassroots groups can use new digital software or improve their use of current platforms to enhance campaigns and grow engagement

These duties may be subject to change over time.

Person Specification

Key competencies

- Experience of campaign technology, preferably Nationbuilder but other systems knowledge will be relevant.
- Customer service
- Excellent written and verbal communication skills
- Self-starter with excellent time management skills
- A flexible team player
- Excellent attention to detail and process
- Can work effectively under pressure and manage competing priorities
- Commitment to pro-European values

Experience and skills

Essential
- Well organised and customer focused.
- Creative and solutions-driven, ready to take the initiative to improve European Movement's digital infrastructure and digital campaigning practice
- Able to explain technical information to non-specialists and respond effectively and respectfully to requests for support from members of staff, volunteers and members/campaigners.
- Up to date with developments in digital campaigning and experience of using digital campaigning tools effectively.
- Knowledge and appreciation of good user experience principles

- Knowledge and appreciation of accessibility criteria
- Good knowledge of data protection regulations and how to apply it and ensure compliance in a campaigning and fundraising context

Desirable

- Previous customer service experience preferable
- Knowledge of Nationbuilder CRM, or similar platforms, and experience of maintaining and improving its use within a comparable organisational context
- Experience of training or supporting others (colleagues or volunteers) in the use of campaign tools
- Experience of producing digital campaign content across a range of channels, media and registers including email, blogs, video and websites.
- Understanding of the politics and policy relating to Brexit and the European Union

Diversity

The European Movement UK is committed to improving the diversity of our team. We welcome applications from all candidates, but would welcome applications in particular from women, working parents, people of colour, and disabled candidates, to improve representation in these areas.

We are taking steps to help us attract a wider range of candidates, including adopting a more inclusive recruitment process, offering the role on a flexible basis, and being flexible on the location of the role. We are open to job share applications and will consider part time requests on application.

Please let us know if you require any other adjustments in order to apply for this role.

How to apply

To apply for this role, please send us:
- the answers to two questions, from which we will shortlist,
- a copy of your CV.

The questions are:
1) Please tell us how your skills and experience make you right for this role. (200-400 words)
2) As Technical Support Officer, describe three ways in which you could help European Movement local groups use digital resources to be more effective in their campaigns. (200-300 words)

Deadline for applications: 9am on Monday 4th March

You can access the questions and upload your CV by clicking the link at:
https://euromove.typeform.com/EM-tech-support

Why this approach?

The questions we ask aim to provide the recruitment panel with a good overview of your experience and skills and how they relate to the key requirements for the role. The panel will score the answers to these questions 'blind' (without knowing other information about the candidates). We will only review CVs once we have scored candidates on the questions.

Any questions?

If you would like to talk to a member of the team before you apply, we would be very happy to share more details about the role and our recruitment methods. Please contact the office to arrange this on recruitment@europeanmovement.co.uk or 020 8126 0247.