

Lamplight Assistant Community Builder

Lamplight is seeking a new full-time Assistant Community Builder team member to join our busy and friendly team.

Lamplight is a hosted case management and monitoring database system for charities. It helps them keep track of the work they do and the impact that it has. We work with charities that deliver a wide range of services to all sorts of different people all over the country. Lamplight makes a real difference to the work they do.

As well as developing and supplying the software itself, we offer a range of services to support the effective use of Lamplight.

We are looking for someone who can help our Customers get the most out of Lamplight, to enhance their impact. You will also be working with our Community Builder to build up the Lamplight community.

The role

Lamplight is designed specifically for charities, but offers a great deal of flexibility – our customers reflect the full diversity of the 'service providing' voluntary sector in the UK.

The main part of your role will be to help Customers get the most out of Lamplight and their data.

You will provide support in different ways:

- phone and email – you'll be the first port of call for immediate queries
- online resources – videos, online help

Sometimes the support you offer will be relatively straightforward; at other times you'll need to be able to think laterally about the problem they have and find alternative solutions, or ask probing questions to understand exactly what it is they need. In either case you'll need to be able to listen to the problem they have, and explain the solution clearly.

You will also work closely with our Community Builder to develop appropriate ways for our Customers to learn about the system, and to help us to learn from them.

We are a small but growing team of 9, and so sometimes we all need to help out with other tasks beyond our job descriptions.

Requirements

- Excellent interpersonal skills. You will meet a lot of people from a variety of communities and backgrounds in the course of the role and you'll need to be able to work collaboratively with them. You will be a good listener, and be able to communicate appropriately and enthusiastically. A positive, patient and friendly approach is essential. You'll also be comfortable working as part of a dispersed team.
- Technically highly competent. To be able to support a Customer effectively you'll need to rapidly figure out what they are asking and how best to achieve it. You'll need a solid understanding of the underlying principles and technologies of a web-based database.
- Experience providing training or support to mixed groups of people, ideally in an IT context.
- Knowledge of the Voluntary Sector. Lamplight is designed specifically to meet the challenges facing charities, and you'll need a sound appreciation of what those are.
- An understanding of how best to use different media to deliver learning and support.
- Happy to undertake occasional travel around the UK for team meetings, or to deliver training courses or support to customers.

Ideally

- Experience supporting and building up a community.
- Having used Lamplight before will be an advantage.

Working Conditions

We are a dispersed team, with people all over the country. We would prefer you to be based in our offices in Chichester or Liverpool, although for the right candidate we'll consider remote working. We can offer some flexibility with days and hours if necessary, although we need to be able to cover our core office hours for support. We do not offer a 24/7 helpdesk so you will not need to work regular shifts.

We like to keep learning, and are willing to support external training, attending conferences and so on. We offer 28 days holiday per year plus public holidays.

Salary will be in the range £20,200 - £26,200, depending on experience.

To Apply

Please apply via our recruitment site <https://lamplight-database-systems-limited.breezy.hr/> We'd like you to explain to us how you meet the requirements for this role. We've written about our recruitment process on our blog – <http://www.lamplightdb.co.uk/how-we-recruit/> - we'd strongly recommend you read it before applying. Feel free to give us a call if you'd like to find out more first.

The closing date for applications is 5pm on Monday 5th February. Interviews will be on the 13th February in London (although as this is half term please let us know when applying if it will be difficult).