**Technical Support and Community Builder**

**Job Description & Person Specification**

**We are looking for someone who can empower our charity customers, helping them to get the most out of their information and increase their positive influence on the world.**

**Do you have a head for IT, an affinity with the charity sector and a flair for customer service? Lamplight is looking for a new full-time Technical Support and Community Builder.**

**You’ll join our small team, working from home, or in our office in Liverpool (when it re-opens). We aim to provide an inclusive, supportive work environment that allows you to balance your work with your life. We’re working to build a team that reflects the rich diversity of the UK and are keen to welcome the new outlooks and insights you bring.** The salary for this post is between £20,200 and £26,200 with 28 days holiday, reporting to the Head of Community.

Lamplight is a database specifically designed for charities so that they can record, monitor and report on their services and users.

We are looking for someone:

* to deal with customer queries by email, telephone and video call, ensuring that they are handled in a proactive, friendly and timely way. You’ll often be the first port of call;
* to assist customers with technical support, to troubleshoot and resolve a range of issues (for example, problems logging into the system, reporting, creating records etc.). Full training on Lamplight will be provided;
* who will ask for help when an issue is more difficult to resolve, liaising with other support staff and Lamplight team members;
* to keep detailed records of support calls and maintain our customer database;
* to give demos of the system to potential customers, and deal with follow-up queries;
* to work closely with the team to develop new ways for customers to learn about the system, and for Lamplight to engage with them. You may be asked to help to produce materials in other formats (e.g. social media, video etc);
* to update help pages and the website as the system changes;
* to work with the Community team to build opportunities for customers to share with one another.

Alongside these duties there will be opportunities become involved in other sides of the business, for example marketing, customer communications, and training. Because we are a small team, sometimes we help out with tasks beyond our job descriptions.

**What are we looking for?  
You will be:**

* ready to listen. A positive, patient and friendly approach is essential. If you don’t understand the problem you won’t be able to find a solution;
* able to clarify what a problem is, break it down into smaller pieces, and identify possible solutions;
* able to understand and respond to each customer as an individual with different levels of understanding. If they feel frustrated with the system, just knowing the solution may not be enough to resolve the issue;
* able to explain multi-step procedures over the phone or email clearly;
* sensitive to the different ways that people communicate and learn effectively;
* comfortable using computers, the internet, and web-based applications. You’ll need to be able to learn the underlying principles of a web-based database, as well as be keen and quick to learn new systems that we use in our everyday work. We will provide in-depth training in Lamplight if you have not used it before (we’re not expecting you to have used it);
* well-organised, and happy to follow processes and complete administrative tasks;
* able to prioritise tasks and manage deadlines;
* comfortable working as part of a dispersed team from home or from our office (subject to Covid guidelines);

**Ideally you will also:**

* have used Lamplight before;
* had experience of providing training or support to mixed groups of people, preferably in an IT context;
* have knowledge of the charity sector. Lamplight is designed specifically to meet the challenges facing charities, and you'll need a sound appreciation of what those are.

You’ll be careful to make sure that in all your work you are inclusive and accessible to all, taking into account the different backgrounds, skills and understandings of our customers.

We are a relatively small team so there will be other tasks from time to time that don’t fit neatly in a job description.

**Hours per week:** 37.5 hours (Mon – Fri 9 a.m. – 5 p.m.)

Although this is advertised as a full-time 9-5 role, many of us work different patterns and we will try to accommodate different arrangements if you need them, for example compressed hours, different core hours, or additional leave entitlement to cover school holidays etc.

**Location:** Either from our office in Liverpool (which is shut due to Covid-19, so you may need to be able to work from home until offices are more widely open), or from home.

**Your development:** We will provide full training in Lamplight, and also offer other opportunities for learning and development on an on-going basis.

**Team:** You’ll report to the Head of Community, joining a team of four.

**Salary:** £20,200 - £26,200, depending on experience.

**Leave:** We offer 28 days holiday per year plus public holidays.

**About Us**

Lamplight is a complete database solution specifically designed for charities to record, monitor and report on their services and users. It helps them keep track of the work they do and the impact that it has. We currently have over 550 customers who deliver a wide range of services – youth services, volunteering, housing, social services and supporting victims of violence and abuse, to name but a few. Our focus is always on helping customers to make a real difference in the work they do.

We are a small but growing team of 15. We are largely home-based across England with an office in Liverpool. We serve a widely diverse community of users, and we value their different voices and experience.

We're committed to inclusion and equal opportunities, and to providing our employees with a work environment free from discrimination in which all can thrive. We recognise and value the benefits of a diverse workforce and we are seeking applications from people of all backgrounds. If you have accessibility requirements and would like information in a different format, email jobs@lamplightdb.co.uk to make alternative arrangements.

We are a [Mindful Employer](http://www.mindfulemployer.net/) and seek to support the mental wellbeing of our staff.



**Our Values**

Our core principles are a guide of how we behave:

• Integrity: we work honestly and have an open work culture.

• Friendliness: we work to build strong relationships with our clients, partners and have a work environment that is friendly and relaxed.

• Knowledge: we are rooted in the sector and our involvement and previous experience in the sector means we can relate easily to our customers and deliver value. The customer is always at the heart of our decisions.

• Accessibility: we are flexible and work to provide a system that is widely available to all.

• Quality: we provide a supportive environment and adopt easily understandable language ensuring the system is easily understood by users.

**To Apply**

Please apply via our recruitment site <https://www.lamplightdb.co.uk/join-us>. Feel free to contact Matt Parker on [matt@lamplightdb.co.uk](mailto:matt@lamplightdb.co.uk) if you'd like to find out more first, or if you need to apply in a different format.

We will ask you to answer around six competency-based questions that aim to reflect the sorts of things that the job involves. You’ll complete this online, along with contact information and demographic questions. Your responses are then anonymised, and after the closing date, the selection panel will review and score your responses alongside all the others. Total scores are calculated, and the panel will select the candidates they’d like to meet at interview. Only once that decision is made are the panel able to see your name and contact details. We’ve adopted this methodology from Applied (<https://www.beapplied.com/applied-sift>). So please don’t just send us a CV!

We do this because we accept that we are not always aware of the unconscious biases that shape our decisions. By removing some of the information that may trigger those biases we can focus on your responses and your suitability for the role. We introduced this as part of our work to improve our approach to equality and diversity, including staff training, reviews of products and services, and our internal processes.

The closing date for applications is 10am on the 3rd May 2021. Interviews will last around an hour and be held on the 10th May, on Zoom (please let us know when applying if this will be difficult).