





# Community Moderator (Freelance)

 **Location:** Remote

 **Rate:** £12-15 per hour

 **Reporting to:** Stewardship Manager (Fundraising)

 **Contract:** Freelance, rolling monthly

 **Hours:** Shifts Monday to Sunday 9am-3pm / 3pm - to 9pm. Evening and weekend work will be required.

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## Background

Social Mind are experts at using social fundraising to drive income and engagement. From product innovation, journey design and campaign builds to virtual event management, we support charities in delivering successful campaigns at scale.

Our fundraising platform, Social Sync, aims to revolutionise the sector with integrated digital fundraising campaigns and behavioural, omni-channel supporter journeys.

We empower charities to raise more money with integrated multi-platform fundraising, drive supporter acquisition and build stronger relationships with sophisticated, personal journeys unlocking each supporter's potential with meaningful insights.

## The Role

As a Community Moderator you will be responsible for the day to day delivery of exceptional supporter experiences as the voice of our charity partners working predominately in Facebook challenge groups.

You will work on behalf of some of the best know and best loved charity brands in the UK and beyond, helping to raise vital funds for their incredible causes.

You will use your excellent written communication skills to respond to supporter enquiries, post content, and generate engaged and safe online communities, whilst encouraging event participants and helping them achieve their fundraising goals.

You will do this accurately and in a timely manner with exceptional attention to detail and be expected to understand and adopt our clients social media tone of voice and brand guidelines elevating every supporter interaction.

## **Key Responsibilities**

- Represent Charity Partners
  - Deliver an authentic in-house supporter experience and bring our charity partners' social media tone of voice, brand and principles to life in every interaction you deliver.
  - Follow safeguarding protocols to protect the wellbeing of supporters taking part in events, escalating as and when required.
- Supporter Experience
  - Moderate challenge campaign Facebook Groups, posting engaging content that inspires and motivates the community, both ad-hoc and with scheduled posts at the correct times following approved content plans.
  - Respond to high levels of supporter enquiries via multiple channels within our agreed SLAs.
  - Engage with supporters posts, answering questions with accurate and timely responses and creating a supportive and safe community environment.
  - Ensure every supporter has an excellent experience providing first time resolution where possible and taking ownership of outcomes when not.
- Fundraising
  - Provide fundraising support to event participants advising on best practice to maximise their fundraising opportunities.

## What You Will Do

- Effectively manage your time across multiple work-streams as assigned to you for each shift by the Stewardship Manager.
- Respond to 90% of posts within 24 hours.
- Use your personal Facebook profile to moderate groups, strictly adhering to our policies on privacy, data protection and social media acceptable usage.
- Consistently meet our quality assurance standards.
- Demonstrate exceptional communication skills and an ability to connect with supporters.
- Communicate effectively and transparently with other team members and your leadership team, both on shift and asynchronously, ensuring that all stakeholders are up to date with important information at all times.
- Work comfortably and independently with different technology and software platforms.

## Skills and Knowledge

- Strong social media moderation experience and or customer service/charity fundraising experience is a must.
- Must have excellent written communication skills.
- Must demonstrate good technical skills and experience with social media.
- Must be organised and able to work independently.
- Must be able to professionally represent Social Mind and our charity partners in all communications.
- You will be required to work from your own PC or laptop (Mac or Windows) and have access to a secure broadband service.

## Benefits

- Work from home around other commitments.
- Flexible shift patterns.
- Help raise vital funds for some of the best known and best loved charities in the country.

- Opportunity to increase hourly rate through successfully exceeding our quality standards.