

## Virtual Challenges Manager

**Job Title:** Virtual Challenges Manager

**Responsible to:** Head of Virtual Challenges

**Hours:** 37.5 hours, Monday to Friday.

**Core hours:** 9am-5pm. We also require our Senior Leadership Team to provide 'on call' support to our team leaders on evenings and weekends. This is done as a rota and will be shared between four team members.

**Location:** Home based. Occasional travel and overnight stays to our head office in Newcastle-Upon-Tyne will be required, in addition you may be required to visit our partner head offices.

**Salary range:** £35,000-£40,000, depending on experience.

**Contract:** Permanent role, subject to satisfactory completion of a 6 month probationary period

**Benefits:** 28 days annual leave plus bank holidays. Private healthcare after one year of service. Annual bonus related to company performance.

**Based:** Remote

**Interviews:** w/c 3rd March

**Start date:** Dependent based upon successful candidate circumstances.

## Background

Social AF are experts in Social Media Moderation. We are incredibly proud to work with a large portfolio of regional, national, and international charities to protect and enhance their brand reputations online, as well as supporting them to deliver their virtual fundraising challenges which have collectively raised in excess of £20 million.

Our reputation for delivering an excellent social media moderation service has helped the company grow at a rapid pace. Our services include:

- Social Media Moderation
- Facebook Group Moderation
- Event set-up and supporter journeys

The continued growth of our Facebook Group Moderation service, led by our Head of Virtual Challenges, means that we are now on the lookout for a talented Virtual Challenges Manager to support the day to day runnings as well as the ongoing growth of this department.

Our Virtual Challenges Manager will support with the account management of our charity partners, manage our Virtual Challenges Officer and established moderation team, and ensure the smooth running of our events portfolio.

## About the role

After a significant period of growth we are now looking to hire a Virtual Challenges Manager. The successful candidate will play an important role in managing relationships with our charity partners as well as the performance and development of our moderators.

We currently have a team of 30 Moderators and Team Leaders (self employed contractors) who work across a wide range of Social Fundraising Challenges. During peak times we can support up to 25 events in any one month.

You will be responsible for the day to day management of our team of talented moderators by monitoring their KPIs and performance, developing and implementing training, and taking an active role in the recruitment of new starters.

You will manage a portfolio of charity partner accounts to provide the best possible service and support, to maximise income generation and ensure challenges run to an exceptional standard.

You will also line manage our Virtual Challenges Officer, and work closely with them to ensure the smooth running of our events.

You will be expected to live our values and work together with our senior leadership team to support with the growth and evolution of Social AF as the go-to moderation agency for the third sector.

The ideal candidate will have a minimum of 3 years' fundraising experience and a minimum of 12 months' experience of running a Facebook Challenge or Social Fundraising Portfolio.

It's a really exciting time to join Social AF as we expand and grow our agency. The role will be suitable for an outstanding challenge events fundraiser who particularly enjoys building relationships and delivering work to an excellent standard.

## The successful candidate will be expected to:

### Charity Partners

- Manage a portfolio of key charity partner accounts, including hosting weekly update meetings and provide ongoing support throughout the duration of their challenge
- Provide expert advice to our charity partners in order to maximise their challenge income
- Develop and deliver end of challenge reports
- Conduct ongoing challenge and performance analysis
- Maximise retention for existing charity partners
- Identify any charity partners that are a good fit for our other services, and support with the cross selling of these

- Work together with the Virtual Challenges Officer on the creation and development of content plans, supporter journeys and event set up

## **Moderation Team**

- Line Management of Virtual Challenges Officer
- Lead with the management of our moderation team
- Assist with moderator training, including identifying knowledge/skill gaps, creating materials and delivering training
- Take an active role in recruitment for new moderators
- Take an active role in the organisation and delivery of team meetings
- Plan and hold charity introductions and pre-challenge briefing meetings with moderators
- Take an active role in moderator group placements and support with the development of our weekly rotas

## **Person Specification**

### **Essential**

- At least 3 years' fundraising experience
- Minimum of 12 months' experience of running a Facebook Challenge or Social Fundraising Portfolio
- Excellent written communication skills
- Excel at relationship building and management
- Highly organised, including the ability to prioritise workload effectively and manage a varied workload.
- Ability to work off own initiative
- Strong attention to detail
- Flexible and responsive to changing circumstances at short notice and able to cope well under pressure
- Team player

### **Desirable:**

- Experience in managing and moderating Facebook Groups
- Experience in using GivePanel or a similar platform
- Experience of working with third party agencies as part of the development and management of Social Fundraising Challenges.
- Line management experience to lead and develop a high performing team

### **How to apply:**

Apply by sending your CV and a short covering statement (300) words, as well as answering the following three questions:

- Tell us more about your experience of managing a Social Fundraising portfolio , highlighting any direct experience with Facebook Challenges.

- Please share more about any line management experience you have.
- What motivated you to apply for this role?

Social AF is committed to equal opportunities and encourages applications from all groups of people without regard to age, colour, national origin, race, religion, gender, sex, sexual orientation, gender identity and/or expression, marital status, or any other legally protected characteristic.