

Social Media Operations Officer

Contract: Permanent

Hours: 37.5 per week (open to some flexibility/job share options)

Salary: £32,000

Location: Remote, with occasional travel and overnight stays to our head office in Newcastle-upon-Tyne. In addition, you may be required to visit partner offices and attend team get-togethers and training.

Benefits: 36 days' annual leave to use flexibly throughout the year (including if you wish to take bank holidays), annual bonus related to company performance, private healthcare after one year of service

Reporting to: Social Media Moderation Manager

The Opportunity

At **Social AF**, we're proud to be one of the UK's leading social media moderation agencies for the third sector. Working with some of the biggest household names, we support regional, national and international charities to create safe, vibrant, and engaging online communities that protect their brand reputations and empower their supporters.

From community management to supporter experience, we've helped our charity partners raise over **£40 million**. As our reputation and client base continue to grow, we're seeking a Social Media Operations Officer to support the day-to-day delivery and ongoing development of our Social Media Moderation service.

Role overview

This role will play a vital part in ensuring our charity partners receive a high-quality, insight-led service while providing additional support to our team of moderators and Team Leaders.

The successful candidate will work closely with the Social Media Moderation Manager and wider leadership team to support operational delivery, reporting, onboarding, quality assurance, and administrative processes across our portfolio of charity accounts.

The role would suit an organised, proactive individual with strong attention to detail, excellent written communication skills, and a genuine passion for supporting charities and online communities.

Key Responsibilities

Reporting and insights

- Produce weekly, fortnightly, monthly, and campaign reports for charity partners.
- Collect and analyse moderation data across accounts, including response rates, hidden content, escalations and key themes.
- Gather standout comments, community feedback and examples of positive engagement for inclusion within reports.
- Support the development of benchmarking documents and trend analysis across accounts.
- Prepare meeting notes and action logs following account meetings.

Moderator support

- Assist with onboarding new moderators, including arranging inductions and sharing key documentation.
- Support the creation and maintenance of moderator handbooks and guidance documents.
- Identify recurring learning themes and help coordinate quality assurance and development activity.
- Work alongside Team Leaders to ensure they - and moderators - have the information and resources needed to deliver excellent moderation.

Account administration

- Support the onboarding of new charity partners, including helping to create and maintain moderation packs.
- Keep account guidance documents, FAQs, escalation processes, and key contact information up to date.
- Assist with meeting preparation, minute-taking and action tracking.
- Ownership of rota administration and maintain awareness of moderator availability.
- Coordinate internal documentation and process improvements.

Service development

- Contribute ideas to improve the efficiency and effectiveness of the Social Media Moderation service.

- Support the creation of internal resources, templates and standard operating procedures.
- Assist with projects aimed at enhancing moderator wellbeing, training, and development.
- Shadow account management activities with opportunities for future progression within the agency.

Person specification

Essential

- At least 18 months' experience working directly for a charity/non profit, within the social media or communications team
- Experience of moderating one or more charity social media accounts
- Excellent written communication skills.
- Strong organisational and administrative abilities.
- High attention to detail.
- Ability to work independently and manage multiple priorities.
- Strong analytical skills and confidence working with data and reporting.
- Excellent time management skills.
- Collaborative and supportive approach to teamwork.
- Proactive problem-solving abilities.
- Flexibility to adapt to changing priorities.

Desirable

- Experience producing reports and analysing social media data.
- Experience onboarding or supporting teams.
- Understanding of outsourced social media moderation services.
- Experience creating moderation guidance or training materials.
- Familiarity with platforms such as Hootsuite, Sprout Social, Meta Business Suite and similar tools.

Progression opportunities

The role offers opportunities to develop skills in account management, client relationships, moderation strategy, reporting, training and service development, with the potential to take ownership of selected charity accounts in the future. As a growing agency, new opportunities and responsibilities naturally emerge, offering scope for progression for those who are proactive, demonstrate initiative and consistently deliver excellent work.