

# Agent Supervisor

<b>Reporting to:</b>	Professional Services Manager
<b>Location:</b>	Remote working (occasional meeting in person - less than once a month)
<b>Hours:</b>	Full Time (inc. weekends)
<b>Salary:</b>	£28,000-£30,000

## WHO WE ARE

Launched in early 2019, we are a global TECH START-UP. Our vision is to be the #1 Global Social Fundraising platform for nonprofits. AND THE BEST BIT? We help our nonprofits to increase their fundraising, in turn supporting hundreds of amazing causes around the world.

## HOW WE WORK

As part of a start-up team, you'll need to be prepared to 'roll up your sleeves' and get things done. We 'move fast and ship' which means you'll need to work at pace, be productive and have high output! You'll be expected to share your ideas, work collaboratively, have a growth mindset and act like an owner. It's hard work but with that comes an amazing opportunity to be part of a business with huge growth potential and fantastic learning and development opportunities.

## THE ROLE

We are growing our Professional Services at GivePanel and have an exciting new opportunity for an Agent Supervisor. This is a 'hands on' role which involves both supervising and coordinating the day to day activities of our Engagement Agents (currently a team of 26). You will work closely with the Professional Services Team to ensure GivePanel customers are receiving the best possible service.

## KEY RESPONSIBILITIES

- Work closely with the Professional Services Team to ensure our GivePanel Connect customers experience a positive, professional and supportive relationship with GivePanel.
- Manage the day to day activities of the team of agents, including scheduling and allocating hours, answering queries and providing training and support (mostly via Slack).
- Support the recruitment and onboarding of new agents by assisting in interviewing and co-ordinating onboarding.
- Ensure customer data is uploaded daily, including weekends and agreed bank holidays.
- Take the lead on all training for new and current agents.
- Support the Professional Services Manager in improving processes and making recommendations to help scalability of the function.

Work with the Professional Services Manager to implement quality control processes across all agents and customer accounts.

- Supporting GivePanel Connect customers with event attribution, bulk label uploads and message testing.
- Work with the Services Executive to analyse customer data ahead of monthly reporting to support Customer Success Managers in the UK and US.
- Work with the Services Executive to pull together daily statistics for active Facebook Challenges.
- Keep the Professional Services Team updated on changes in customer accounts.
- Detect issues in the platform ahead of our customers and communicate these to our support team.

## **WHAT WE ARE LOOKING FOR**

- We are a START-UP so what is on the job description today may look different in 6 months! You should be flexible, adaptable, creative and willing to 'roll your sleeves up'
- 2 years experience as a supervisor or team lead managing a small team is highly desirable
- Good working knowledge of Google documents and excellent knowledge of Google sheets
- Experience delivering training is highly desirable (bonus points if you have done this remotely)
- A great communicator and motivator, with the ability to communicate well through remote tools such as Slack, Loom and email
- A strong process person with attention to detail, high levels of accuracy and a love of data!
- Able to work weekends

## **WHAT WE OFFER**

- We work remotely and believe that having an AWESOME SPACE to work matters. We don't have an office but will provide everything you need to set you up at home, in a local co-working space or somewhere else!
- 28 days' annual leave + bank holidays
- £500 budget (per annum) to spend however you wish on your development
- Life Insurance and access to digital wellbeing support
- Monthly (optional) coworking days in London or Bristol with other members of the GivePanel team
- Annual team retreat