

Job Description

Job Title: Project Manager
Reporting to: Managing Director
Responsible for: Consultants, Tech and Call Officers
Location: Whitechapel, London (Flexible Working)
Hours: 37.5
Salary: Competitive
Contract: Permanent



MuslimGiving

MuslimGiving is a ground breaking fundraising platform focussing on the Muslim Charities providing a first-class technological service.

Main Purpose

A problem solver with exceptional technical and interpersonal skills. Supporting teams that will provide everything from laptop and desktop hardware support, to office. Automation and collaborations, as well as managing and maintaining our state-of-the-art office infrastructure. The ideal candidate will be advanced to expert-level on IT platforms, with a strong work ethic. Most importantly, the successful candidate will have an open and fresh attitude to customer-service. Nothing is too much trouble and you never blindly follow a process. The role requires a collaborative approach, as you'll regularly solve problems by engaging with other teams in the technology and development departments, or with our external suppliers and partners. You're the kind of person who really enjoys working with people and solving problems, and have a keen sense of the value this adds to an organisation. You also appreciate the important role desk side support plays in driving advocacy and the adoption of new technology across the company.

Primary responsibilities

- Setup, maintenance and support of MG Admin Dashboard machines
- Manage new charity entrants and online records
- Support and maintenance of large multi-site active charity directory network
- First-line support for all enquires, office staff and their technical issues
- Security training, updates and maintenance across our site
- Ensuring all requests are logged and maintained in our ticketing system
- Follow escalation procedures ensuring we meet our key performance indicators
- Training and support
- Resolve technical problems
- Continuous technology development
- Manage the marketing and branding plan
- Manage inbound and outbound calls
- Create procedures and protocols

Key Technical Skills

- Advanced Analytical Skills
- Support and maintenance of Zen Desk, Hootsuite and payment gateways
- Experience supporting internal and external technical contractors

Key Personal Skills

- Exceptional time management and prioritisation
- Ownership, attention to detail and delivery
- Great customer care and interpersonal skills
- Ability to deal with ambiguity and changing priorities
- Comfortable dealing with difficult callers
- Ability to translate complex issues into language anyone can understand

How to apply

If this sounds like you, please send us your CV. Alternatively send us something else – whatever you think will catch our eye and demonstrate your technical proficiency, creative flair, literary prowess or belief in our cause.

Impress us. Stand out.

Email us at **md@muslimgiving.org**

In return for everything that you can bring, we pay competitive market rates and can offer you an exciting role in a growing business that's part of something bigger, with plenty of opportunities to learn – and of course enjoy it at the same time.