**Lamplight Head of Community**

**Lamplight is seeking a new full-time Head of Community to join our busy and friendly team. We want our customers to be awesome: the Community Team makes this happen, and introduces charities to the Lamplight community.**

**Our charity customers gain clarity and increase their impact by using Lamplight. We transform their digital lives, helping them to organise their information and increase their positive influence on the world.**

**You’ll join our small team, working from home or in our office in Liverpool (when it re-opens). We aim to provide an inclusive, supportive work environment that allows you to balance your work with your life. We’re working to build a team that reflects the rich diversity of the UK and are keen to welcome the new outlooks and insights you bring.** The salary for this post is between £32,200 and £36,200 with 28 days holiday. You’ll manage a team of five and report to the Technical Director.

Lamplight is a database specifically designed for charities so that they can record, monitor and report on their services and users. We work with charities that deliver a wide range of services to all sorts of different people all over the country. As well as developing and supplying the software itself, we offer a range of services to support the effective use of Lamplight.

We are looking for someone who can lead the team that help our customers get the most out of Lamplight, and to introduce Lamplight to organisations that might benefit from it. We'd like you to build up the Lamplight community, and support customers to use Lamplight to enhance their impact.

**The role**

You will be the senior member of staff with responsibility for most of our external communications, working as a part of the Senior Management Team alongside the Technical Director and the Head of Implementation & Training. Your team look after our community of existing users and show new ones how Lamplight might work for them.

The Community Team has three key areas of work:

**Awesome users**. We believe in what our customers do and want them to excel. That’s why we made Lamplight. We want customers who become better at what they do because they use Lamplight, who recognise the value that Lamplight brings, and enjoy using it and their journey to become experts.

The Community Team is responsible for the resources and services we provide that help our customers get what they need from Lamplight. This starts with their very first introduction to Lamplight before they become customers, encompassing all stages along the way until they are long-standing experienced users of the system.

You’ll continue to develop our support resources, improving and adding to the help pages, videos, and other guides, and help customers to find the answers they need when they need them. You’ll also manage the team of Assistant Community Builders who provide front-line support to our customers.

**Lamplight Community**

You’ll drive forward work to enable customers to be connected to and learning from one another. We work across a whole spectrum of voluntary sector organisations, but they still have plenty in common. You will shape this area of work and have scope to experiment with different platforms and approaches to bring together Lamplight users.

**Recognised and Respected Brand**

We want organisations in the third sector to recognise Lamplight and associate it with quality, whether it’s the right solution for them or not. We’ve started to use the StoryBrand framework to help us tell our story better, and we’re currently recruiting to a new post of Marketing and Communications Manager to drive this forward. They’ll join your team with a remit to update our website and renew our communications.

Bringing this together, your responsibilities will be to:

* Manage the Community Team (currently three Assistant Technical Support and Community Builders, a Technical Support apprentice, and the new Marketing and Communications Manager) and associated budget. The volume of customer support required can vary quite considerably and your team will be extra busy one day and quiet the next.
* Ensure that we provide high quality, timely and friendly support to customers.
* Ensure support resources are kept up to date with changes to the system, are accessible and accurate.
* Oversee systems used to deliver support (Zoho Desk, Lamplight, Vimeo) and ensure data from them is used to inform and improve services.
* Participate in the Senior Management Team, shaping the direction of the company.
* Ensure that marketing and communications clearly and consistently express our story, through our website, social media and elsewhere.
* Monitor the pipeline of new enquiries and demos, proposing and implementing action if it drops or rises from expected levels.
* Develop initiatives to bring different customers together to learn from one another, online and potentially in real life.

You’ll be careful to make sure that our services and communications are inclusive and accessible to all, taking into account the different backgrounds, skills and understandings of our customers.

We are a relatively small team so there will be other tasks from time to time that don’t fit neatly in a job description.

**What are we looking for?**

**You will:**

* have excellent interpersonal skills. You will be a good listener, and be able to communicate appropriately and enthusiastically with people from diverse backgrounds. A positive, patient and friendly approach is essential.
* be able to manage a dispersed team and support their growth and learning.
* be technically highly competent. You won’t be expected to provide front line support but you will need to have a solid grasp of Lamplight and the other products we use (we’ll teach you), and of how they are used by different customers.
* have knowledge of the Voluntary Sector. Lamplight is designed specifically to meet the challenges facing charities, and you'll need a sound appreciation of what those are, and how best to communicate our solution to customers.
* be full of ideas as to how to support and build up a community, and what some of the difficulties may be.
* need to be good at making connections – between people, but also between ideas and practices. You will need to learn the different ways our customers use Lamplight and be able to help share that.
* have an understanding of how best to use different media to deliver learning and support.
* be comfortable working as part of a dispersed team from home or from our office (subject to Covid guidelines).

**Ideally, you’ll also:**

* know how to implement a marketing and communications strategy.
* have knowledge of other IT tools that can support charities in their missions.
* have some understanding of how databases work, and what sorts of problems they solve.
* have used Lamplight before.

Occasional UK travel will be required.

**Hours per week:** 37.5 hours (Mon – Fri 9 a.m. – 5 p.m.)

Although this is advertised as a full-time 9-5 role, many of us work different patterns and we will try to accommodate different arrangements if you need them, for example compressed hours, different core hours, or additional leave entitlement to cover school holidays etc.

**Location:** Either from home, or from our office in Liverpool (currently shut due to Covid-19, so you will need to be able to work from home for the time being).

**Your development:** We will provide full training in Lamplight, and also offer other opportunities for learning and development on an on-going basis.

**Team:** You’ll report to the Technical Director as part of the Senior Team and manage a team of five.

**Salary:** £32,200 - £36,200, depending on experience.

**Leave:** We offer 28 days holiday per year plus public holidays.

**About Us**

Lamplight is a database specifically designed for charities to record, monitor and report on their services and users. It helps them keep track of the work they do and the impact that it has. We currently have over 500 customers who deliver a wide range of services – youth services, volunteering, housing, social services and supporting victims of violence and abuse, to name but a few. Our focus is always on helping customers to make a real difference in the work they do.

We are a small but growing team of 15. We are largely home-based across the UK with an office in Liverpool. We serve a widely diverse community of users, and we value their different voices and experience.

We're committed to inclusion and equal opportunities and to providing our employees with a work environment free from discrimination in which all can thrive. We recognise and value the benefits of a diverse workforce and we are seeking applications from people of all backgrounds. If you have accessibility requirements and would like information in a different format, email: jobs@lamplightdb.co.uk to make alternative arrangements.

We are a [Mindful Employer](http://www.mindfulemployer.net/) and seek to support the mental wellbeing of our staff.



**Our Values**

Our core principles are a guide of how we behave:

• Integrity: we work honestly and have an open work culture.

• Friendliness: we work to build strong relationships with our clients, partners and have a work environment that is friendly and relaxed.

• Knowledge: we are rooted in the sector and our involvement and previous experience in the sector means we can relate easily to our customers and deliver value. The customer is always at the heart of our decisions.

• Accessibility: we are flexible and work to provide a system that is widely available to all.

• Quality: we provide a supportive environment and adopt easily understandable language ensuring the system is easily understood by users.

**To Apply**

Please apply via our recruitment site <https://www.lamplightdb.co.uk/join-us>. Feel free to contact Matt Parker on [matt@lamplightdb.co.uk](mailto:matt@lamplightdb.co.uk) if you'd like to find out more first, or if you need to apply in a different format.

We will ask you to answer around six competency-based questions that aim to reflect the sorts of things that the job involves. You’ll complete this online, along with contact information and demographic questions. Your responses are then anonymised, and after the closing date, the selection panel will review and score your responses alongside all the others. Total scores are calculated, and the panel will select the candidates they’d like to meet at interview. Only once that decision is made are the panel able to see your name and contact details. We’ve adopted this methodology from Applied (<https://www.beapplied.com/applied-sift>). So please don’t just send us a CV!

We do this because we accept that we are not always aware of the unconscious biases that shape our decisions. By removing some of the information that may trigger those biases we can focus on your responses and your suitability for the role. We introduced this as part of our work to improve our approach to equality and diversity, including staff training, reviews of products and services, and our internal processes.

The closing date for applications is 10am on the 10th May 2021. Interviews will last around an hour and be held on the 20th and 21st May, on Zoom (please let us know when applying if this will be difficult).