

JOB TITLE
LDHQ, Westminster SW1P
Salary: £26,000 - £32,000

JOB DESCRIPTION

Job Title:	Connect Support Officer (1 Month contract)
Responsible to:	Head of Insight and Data
Salary:	£26,000-32,000 per annum
Tenure:	Fixed term
Hours:	Full time 37.5 hours per week
Location:	LDHQ, Westminster, London SW1P (Remote working considered)

Purpose of job

To support the use of the party's voter contact database, Connect, in local parties and in national HQ in support of the Liberal Democrats' campaign goals.

Key Responsibilities

1. Administrate account setup for new users and local parties
2. Provide front line support for Connect users throughout the party
3. To support the party's field teams with their use of campaign data
4. Produce and deliver high quality training on using Connect in the field
5. Working with high value volunteers on a project by project basis

PERSON SPECIFICATION:

The successful candidate will be well organised with a strong understanding of how we use data in campaigning.

Key to this job will be an ability to communicate effectively with Lib Dem activists in all parts of the country – helping them get the best from our online campaign tools. They will need excellent written and verbal communication skills, along with some patience.

They'll be someone who supports the values and goals of the Liberal Democrats. They will have some hands on experience of campaigning with Connect in the field.

Finally, they'll be an organised person able to work without supervision and confident under pressure.

Essential Skills and Experience

1. Excellent written and verbal communication skills.
2. Experience in a customer service or support environment – able to build rapport and maintain good relationships with users
3. Experience using Connect in the field
4. Experience working with volunteers.
5. The ability to prioritise workloads and deal with a competing range of demands.
6. Sound judgement and the ability to make quick decisions under pressure.
7. A commitment to the principles, aims and objectives of the Liberal Democrats.

APPLICATION PROCEDURE

Please apply online on our website by attaching: -

- 1) A copy of your CV; including complete work history
- 2) A Covering Letter; no more than 2 pages of A4 in length, indicating clearly how your experience and skills meet the criteria stated in the job description. (please also write your full name on top of your covering letter)

Closing date: No fixed closing date – interviews will take place on an ongoing basis

Please note: We will not be able to employ you if you are not eligible to work in the UK. We will not be able to obtain a work permit on your behalf.

The Liberal Democrats are equal opportunity employers and particularly welcome applications from groups who are currently under-represented in our staff.