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**10**

**Team Size:**

**0**

**Direct Reports:**

**Reporting To:**

**Operations & Compliance Manager**

**Location:**

**Role Title:**

**Operations Assistant**

**London**

**Why join MoneySavingExpert.com?**

MoneySavingExpert.com is the UK’s biggest consumer website. It provides millions of users with free, independent, editorially led information about all things money. The goal for everyone working at MSE is simple – we’re dedicated to cutting consumer bills and fighting hard for financial justice for everyone. We get about 15 million MoneySavers to our website every month. Our weekly email is full of exclusive deals, tricks and MoneySaving guides, all aimed at helping people make the most of their cash. The MSE Forum is a lively and supportive community, with more than 1.5 million users taking part in three million discussions ranging from making the most of your credit card to good old-fashioned thrifty budgeting.

In addition, our Cheap Energy Club takes the hard work out of switching energy and saving on energy bills while the newly launched Credit Club is a great way of managing an array of financial decisions.

But what really makes MSE stand out from the crowd is its [Editorial Code](http://www.moneysavingexpert.com/site/editorial-code), which lies at the heart of everything we do. Regardless of your role at MSE, it’s everybody’s job to champion the consumer – and that makes us a truly unique, exciting and rewarding place to work. If you’re inspired by what we do or see yourself as a passionate consumer champion, and have the grit and enthusiasm along with the skills we seek, a career at MSE might just be the right career step you’re looking for.

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**Why join the Clubs & Operations team?**

As the Clubs & Operations team we are responsible for the smooth running of our Cheap Energy Club, Credit Club and other digital tools. We also ensure users get all the help they need by answering the hundreds of queries we receive about these tools and the site in general. Plus, we send out all scheduled and campaign emails for the Clubs and run MSE’s huge collective energy switches.

We have an amazing feedback loop with our users which helps us understand trends, problems, poor companies and injustices that are then used to develop our next campaign, new tools or improve existing tools. You’ll be pivotal in making sure we help users as much as possible and use the feedback we receive to fight back against consumer injustices.

As a team we’re sociable, friendly and enjoy collaborating with other teams across the organisation so they achieve their objectives, as well as being helpful experts in our own areas. We work closely with the product, editorial and commercial/analytics teams to give users the best experience and outcomes possible and strive for improvement every day, even in the small things.

**What will I be doing?**

Key responsibilities:

* Accuracy checking: ensuring that MSE’s key tools and clubs are providing accurate information for our users.
* Liaising with internal and third party providers to identify problems and ensure resolution within agreed timescales.
* Finding and implementing solutions for smarter ways of operating.
* Working closely with the team’s user support staff to understand query and complaint trends, encouraging a culture where the user comes first.
* Providing support to answer queries and complaints when MSE runs major campaigns.
* Identifying opportunities to enhance our processes to further help our users.
* Representing the team on mini-projects; recent examples include building an admin system, creating new reports, implementing a new product add-on.
* Testing that new functionality is working as expected.
* Obtaining and communicating feedback highlighting key opportunities for change to help MoneySavers.
* Delivering the best user experience possible – ensuring we consistently exceed our users’ needs and are recognised within the wider marketplace as service leaders.

**What skills and experience do I need?**

**Essential:**

* High attention to detail.
* Great communication and influencing skills.
* Track record of problem solving.
* High numeracy: comfortable with numbers and working through calculations.
* Ability to grasp complex processes and explain these clearly.
* Focus on putting users’ needs first.
* Tenacity to get to the bottom of users’ problems.
* Flexible attitude and positive approach to change.
* Good understanding of financial products.
* Self-motivated, energetic and proactive.
* Excellent written and verbal communication skills.
* Educated to degree level or equivalent vocational training/experience.
* A passion for MoneySaving and helping consumers.

**Nice to have:**

* Experience working in a digital environment / around web journeys.
* A background of working with and developing third party relationships.
* Experience in supporting the delivery of projects or initiatives.
* Understanding of financial regulations.

To apply, please email your CV and a covering letter outlining why you're applying for this role to [jobs@moneysavingexpert.com](mailto:jobs@moneysavingexpert.com).