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**10**

**Team Size:**

**0**

**Direct Reports:**

**Reporting To:**

**User Relations Manager**

**Location:**

**Role Title:**

**User Support Executive**

**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 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 the [Editorial Code](http://www.moneysavingexpert.com/site/editorial-code), which lies at the heart of everything we do. Regardless of 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?**

Our team is responsible for the smooth running of 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:

* Interacting with our users to provide guidance and resolve issues via email, our forums and social media.
* Ensuring we deliver a best‐in‐class online user experience.
* Liaising with third party providers to ensure resolution of issues within agreed timescales and better feedback from users.
* Accountable for the quick, efficient and effective resolution of all user contacts, queries and complaints.
* Becoming an expert for MSE – displaying full knowledge of our tools to help users as much as possible.
* Identifying opportunities to enhance our tools to further help users.
* 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 customer service leaders.

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

**Essential:**

* Excellent written and verbal communication skills.
* Focused, determined and solution-orientated.
* Desire to persist and get to the bottom of problems.
* High attention to detail and ability to understand complex processes.
* Driven – able to rise to a challenge and focus on delivery.
* Comfortable working in a fast-paced environment with competing priorities.
* Flexible attitude and positive approach to change.
* Self-motivated, energetic and dedicated.
* Educated to degree level or equivalent vocational training/experience.
* A passion for MoneySaving and helping consumers.

**Nice to have:**

* Experience working with and developing third party relationships.
* Experience working in a digital environment/around web journeys.