



141-157 Acre Ln, Brixton Hill,  
London, SW2 5UA.

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**Job Title: Member Support Officer**

**Reports to: Senior Client Success Manager**

Jump is the UK's leading provider of engagement programmes for sustainability and our Mission is to empower & motivate people to take action for a sustainable future. We believe people have the power to build a better world and so we're all about driving positive behaviour change, from energy saving in the workplace, minimising waste and sustainable travel means.

Our clients include NHS Trusts, universities, companies and local authorities. Our innovative programmes have won many awards, and our ambitious, friendly team is growing.

Working at Jump is interesting, exciting, rewarding and not without its share of challenges. It's a can-do culture – you need to be solutions-oriented with a positive approach to work.

**Your Role in Our Mission:**

We are looking for someone to join the Client Success Team as Member Support Officer starting in (or as close to) February 2025. You'll be the first point of contact for our end users (members) and will manage our customer support and process for rewarding monthly members. You'll also contribute to the delivery of client programmes more broadly, supporting with other ad-hoc tasks from developing ideas to enhance our product, and building and updating platforms using our Content Management System.

The successful candidate will be someone who is good with managing and following processes accurately and can quickly learn about our product. You're self-motivated, able to work independently on projects and take initiative to suggest and see through improvements to our working processes, product and customer experience.

The successful candidate will ideally have experience working in a customer service role and have a personal interest and commitment to environmental sustainability.

Over the next few years, we are looking to grow and so there may be opportunity to progress into other roles in the company.

### **Key Responsibilities:**

- Responsible for our Customer Management Software (Freshdesk); delivering excellent customer service to inbound phone calls, emails and written correspondence member enquiries and escalating issues when necessary.
- Hosting regular customer service review meetings with Project Delivery team so the company can better respond to enquiries.
- Running our voucher award and ordering processes, making sure customers and winners receive their orders correctly and on time.
- Supporting our Finance and Growth teams with accounts and outbound invoicing.
- Support with ad-hoc office tasks including external meeting bookings and office supplies.
- Helping to administer client programmes in a timely and accurate manner.
- Supporting the Client Success Team with tasks as needed in the delivery of client sustainability and wellbeing engagement programmes.
- Actively contribute to the Client Success Team, and wider Jump team, to improve our services and product for users and client base.

### **Essential Skills:**

- Excellent spoken and written English, with the ability to communicate confidently, accurately and concisely in response to customer enquiries.

- Good level of computer literacy, specifically with Microsoft Office suite and especially with Microsoft Excel.
- Understanding how to use CMS and quickly understand new IT systems.
- Superb attention to detail - but always able to see the bigger picture.
- Strong time management skills to ensure tasks are completed before deadlines, and workload is organised in order of priority.
- Good on procedures and processes – able to follow and contribute to how we do things.
- Good interpersonal skills, and confident talking to a wide range of audiences.
- A creative mind-set, able to support the development of our products and communication approaches and think forward about how to improve processes, anticipate problems and maintain audience interest.

### **Our offer to you:**

Job type: Full-time, Permanent (Option to work 4 days a week at a pro-rata rate)

Starting salary: £25,000 per annum (or pro-rata based on 4-day work week)

Holiday: 22 days per annum (increasing by one day each year, up to maximum of 30)

Probationary period: 3 months

Hybrid working: 50:50 working from home (1 office day a week if based over 50 miles from the office in Clapham, London)

### **Additional benefits:**

- Employee ownership - share in the ownership of Jump through our Employee Ownership Trust (EOT).
- Annual staff bonus based on company performance.
- Flexible working around core hours (10am – 4pm Mon-Fri)
- Early Friday finish (4pm)
- Employee Discounts
- Cycle 2 Work Scheme
- Employee Assistance Programme
- Retailer Discounts
- Compassionate Leave
- Sustainable Holiday Travel Days
- Staff "Net Zero Challenge" Rewards Scheme

- Opportunity for a 4-week sabbatical leave at 10% pay after 2 years of employment.
- Paid volunteering day each year and time off to donate blood.

### **Jump into your career:**

At Jump, we value Empathy, Impact, Innovation, Fun, Collaboration, and Entrepreneurial Spirit – but most of all we want you to feel comfortable being yourself. We are committed to creating an inclusive culture which truly embraces diversity because it sparks creativity and innovation.

We welcome applications from all people regardless of background, identity and/or belief. We particularly encourage applications from disabled and/or BAME (black, Asian and minority ethnic) candidates, as these groups are under-represented throughout the technology and sustainability industry.

We also recognise that we're not perfect. So, if there's anything about our recruitment process that could be adapted or adjusted to improve it then please let us know.

Join our community and help us empower & motivate people to take action for a sustainable future.

**To be considered, please submit your CV and cover letter explaining why you want the job and how you meet the criteria above through our [application portal](#) by the 31<sup>st</sup> of January 2025.**