Community Manager/UX Researcher

Who we are

We are on a mission to empower investment platforms to engage their investors with best in class tech and genuine positive impact. We exist to give investors a voice, everywhere.

Tumelo is an angel investor-backed, financial technology firm building software that will educate and empower investors all over the world.

We partner with UK's largest investment and pension platforms, empowering them to provide their investors with transparency over the companies they own and a shareholder voice on issues they care about, whether that be gender equality, human rights or climate change. We build APIs and beautiful user interfaces to deliver a totally unique user experience. We give platforms better engagement, acquisition and retention, coupled with the power to create a sustainable investment system for us all.

We're a close-knit, ambitious team. Based in and around the South West, we work in an agile manner; championing transparency and flexibility while prioritising open communication. We love food, rounders, board games and team holidays (like painting and cliff jumping in Devon). We work and play by the following values:

Company Values

1. We do our best work to change the world
2. We are masters of prioritisation
3. We pull together to achieve more
4. We give each other feedback to move each other forwards
5. We adapt ourselves relentlessly
6. We trust each other to drive towards success

Role Objectives

The purpose of this role support the research team in their effort to understand current platform users and to develop a product they will love. This will primarily involve recruiting research participants for our regular UX testing. The role objectives are to:

1. Act as the bridge between Tumelo and our community of current and potential users.
2. Work with our existing UX and research teams to gather information and insights to represent these users.
3. Build, maintain and grow a list of research participants available to take part in user testing at short notice.
4. Recruit participants for weekly user research. These participants will need to fit a set of criteria, determined by the UX team, to make sure we're testing our designs with the right people.

To reach these objectives you will:

- Be innovative in your approach to the role.
- Get involved in user research projects where required. This might be to understand our current or prospective users.
- Demonstrate or develop an understanding of qualitative research methods in order to do this.
- Build and maintain relationships with current and prospective users alongside research participants. Use Excel to manage this list.
- Collect quotes for our marketing materials, whether written, in video or audio format.
- Occasionally you'll be asked to support the recruitment of workplace roles e.g. specific outreach on Linkedin to fill available roles in Tumelo's team (as a secondary priority/when there is time).
- Call or email research participants to determine their suitability for specific research projects.
- Schedule potential recruits into desired timeslots for research each week.
- Work with the UX team and Project Manager to determine: what research participants are required and for when, which current users to seek feedback from.
- Collect consent forms from research participants prior to taking part in research projects.
- Follow up with incentives for research participants as a thank you for taking part.
- Demonstrate or gain an understanding of the required GDPR issues surrounding recruitment and research.
- Keep on top of industry standards.
- Work closely within a multidisciplinary team including research, design, developers, content writers, marketing and business development.

We have **industry-leading customers who love our product; heaps of energy; and the opportunity of a lifetime lying ahead of us** (see this article about us from the CEO of Aviva Investors). With that in mind, we are looking for someone to become a foundational team member, to build our relationships with stakeholders and drive us towards success.

Desirable experience:

These are desirable rather than essential criteria. We welcome applications from people who do not have all the listed criteria but think they have what it takes and a willingness to learn by doing.

1. Experience in recruiting: either for workplace roles or participants for research projects.
2. Experience working with people or customer service.
3. Experience working in user research or testing.
4. Experience with video production to capture great user quotes for marketing and internal research purposes.

Who you are:

- You encapsulate our company values.
- You are empathetic and a real people person.
- You are highly organised.
- You're a self-starter; not afraid to get stuck in or get your hands dirty.
- You have an entrepreneurial, problem-solving spirit.
- You can multi-task; handle high pressure and tight deadlines.
- You are a great listener and always follow through.
- You are a confident communicator and you know the power of good communication; your spoken and written English is brilliant.
- You have the capacity and willingness to learn, improvise and adapt *relentlessly*.
- You are not afraid to ask for help when you need it.
- You inspire trust and invest in long-term relationships.
- You are passionate about social or environmental issues.
- You love to get feedback and are proactive about giving it.

It takes all kinds. We are trying to build a team that can conquer every challenge, speak every language, and understand every user. We have an ambitious mission to change the world so we hope to lead by example with a diverse and inclusive team that reflects the world we want to see. For the time being, you must have the right to work in the UK.

The finer detail:

- Generous company share scheme
- Full or part-time role depending on interest
- Flexible times with core, online communication hours of 10-3
- Flexible working from home with the ability to be in our Bristol office at least 4 days per month
- Competitive salary based on experience: £24-£30,000 full time, pro-rata for part-time
- Statutory workplace pension with Nest
- 33 days holidays incl bank holidays (which can be taken any time)

Application details

Recruitment process:

- CV and covering note
- Initial Interview (1 hour)
- Take-home task (~3 hours)
- Task presentation to Tumelo panel (1 hour)

There will be opportunities to ask questions throughout. If Tumelo sounds like a bit of you and if you are excited to ride this rollercoaster alongside us, then please apply at recruitment@tumelo.com.

In your first email to us please include:

- An up-to-date CV
- A covering note detailing the life experience that makes you amazing; why you're good for us and especially why we're right for you. This covering note - however short - is essential.

Start date: ASAP

If you're this person, we recognise you can probably work anywhere you want to. But working here, you'll grow more than you would anywhere else; you will join a team who will appreciate you every day; your contributions will genuinely change our business outcome; and you will be proud to make a lasting, positive impact on the global investment system. And with that, we hope to hear from you!