

Customer Support Advisor

Permanent, full-time position, based in Nottingham (remote applicants considered).

Up to £35,000 (depending on experience), annually-increasing holiday allowance, paid missional leave, private healthcare and a supportive working environment.

ChurchSuite is a cloud-based Church Management System that helps churches organise and manage every aspect of church life. Used by more than 4,000+ churches worldwide, our software is developed and supported by a team of around 30 people who are passionate about serving churches well.

We have a rare opportunity to join our Customer Support team. Working alongside experienced colleagues, you'll help current and prospective customers get the most from ChurchSuite through email, telephone and online support. Previous customer service experience is valuable, but we're equally interested in people who can demonstrate the right character, aptitude and enthusiasm, and we're happy to invest in training the right person.

You are:

- Someone who enjoys learning systems and using their ChurchSuite knowledge (or developing it) to solve problems, always willing to troubleshoot around an issue to answer a customer question.
- Someone who enjoys offering guidance, suggestions and workarounds, drawing on their own experience and contributing more than just a direct answer.
- Someone who thrives when managing multiple conversations and priorities simultaneously.
- A strong communicator who is naturally organised, detail-oriented and excited to be working within well-defined systems and processes.
- An advocate for customers, helping to shape future product improvements and enhancements.
- Someone who enjoys reviewing and testing new features, providing feedback to help deliver the best possible customer experience.
- Confident presenting to small groups, whether in person or online, able to train and demonstrate things clearly, and comfortable answering questions on the spot.
- A proficient typist, comfortable spending significant time responding to enquiries.

You will:

- Work as part of a growing team who are committed to excellence.
- Be invested in and challenged, both professionally and personally.
- Ideally, be based in Nottingham; however, for the right person, we will consider a remote position.
- Be full-time, 37.5 hours per week, Monday to Friday, 9:00am - 5:30pm.
- Actively support our customers through a combination of email, video and telephone support.
- Participate in online demonstrations and Q&A sessions of our software with both existing customers and those who are exploring.
- Contribute to the maintenance and development of support documentation, FAQs and other training materials.
- Uphold the company ethos and values, in all interactions with customers and colleagues.

Bonus points if:

- You've used ChurchSuite in an administrator, operations, leadership, or ministry context for a church or ministry-centred charity.
- You have experience in customer retention and customer acquisition.
- You have an interest and experience in producing support documentation or training videos.

Key details

Job Title	Customer Support Advisor
Reports to	Head of Customer Service
Contract	Permanent
Hours	Full-time, 37.5 hours per week, Monday to Friday, 9:00am - 5:30pm
Location	Hybrid: Nottingham-based preferred; fully remote will be considered for the right candidate. Quarterly team days in Nottingham are an expected part of the role, and there may be occasional travel to customer sites to deliver on-site training.
Salary	£25,000 to £35,000 depending on experience

Pension	3% employer contribution (rising to 5% after 3 years, 7% after 5 years)
Holiday	20 days annual leave + 8 bank/public holidays. One additional day per full year of service (up to 33 days total). An additional 5 days in every 5th year of service.
Missional Leave	5 days paid Missional Leave per year - dedicated time to serve your church, community, or to serve others for a cause that furthers the growth of the Church.
Private Healthcare	Vitality Healthcover from day 1. Option to add immediate family members via salary sacrifice after a successful probationary period.

How to apply

If you're inspired and excited about working at ChurchSuite, we'd love to hear from you. To apply, please email your CV and a personal statement (no more than 1000 words) to business@churchsuite.com explaining why you are the right fit for the role and what excites you about the opportunity.

Closing date for applications: Friday, 26 June 2026

We welcome and encourage applications from people of all backgrounds. We do not discriminate on the basis of disability, race, colour, ethnicity, gender, religion, sexual orientation, age, veteran status or other category protected by law.