



POSITION:	Customer Experience Executive
JOB TYPE:	Full time (37.5hrs a week) permanent
DEPARTMENT:	Sales & Marketing Team
REPORTING TO:	Head of Sales & Marketing
LOCATION:	Remote working (with expectations to visit North London Head office once every 8 weeks)
START DATE:	December 2026
DATE UPDATED:	19 th October 2026

SUMMARY

We are looking for a proactive, enthusiastic and customer-focused **Customer Experience Executive** to join the team at Charity Challenge.

This is a varied role combining customer service, inbound sales support and customer relationship management. As a key point of contact for prospective and existing customers and our charity partners, you will play an important role in delivering an exceptional customer experience, managing incoming sales enquiries and supporting customers throughout their challenge journey with us.

You will respond to enquiries, understand customer needs, provide information about our challenge events and help prospective participants find the right adventure. You will also support existing participants and charity partners with their questions and requests, ensuring they feel informed, valued and supported at every stage.

The ideal candidate will be an excellent communicator with a positive, personable approach, strong organisational skills and a genuine passion for customer service, travel and the work we do.

ABOUT CHARITY CHALLENGE

Challenges Un Limited, trading as **Charity Challenge**, is a multi-award-winning adventure travel company that has been operating for over 27 years. We work exclusively with the charity sector, helping raise millions of pounds for worthwhile causes. Our team currently consists of 18 people.

We organise treks, cycling challenges, mountain climbs and a wide range of other adventure travel experiences, enabling participants to take on extraordinary challenges while raising money for the charities closest to their hearts. To date, our participants have raised over £100 million for thousands of charities around the world.

The company has gone from strength to strength developing an excellent reputation both within the corporate and charity sectors, donating hundreds of thousands of pounds to local community projects in the countries in which we operate, and building houses, schools, and health centres in developing countries as part of our award-winning community challenge programme. We are passionate about creating meaningful travel experiences, supporting charitable fundraising and making a positive difference to the communities in which we operate. For more information on the company, please visit [here](#).

THE ROLE

Customer Service

- Act as a key point of contact for prospective and existing customers, delivering a professional, friendly and personalised service.
- Respond to customer enquiries across telephone and email in a timely, helpful and effective manner.
- Provide accurate information and guidance to customers regarding our challenge events, destinations, itineraries and participation requirements.
- Support customers throughout their journey, from their initial enquiry and registration through to their preparation for an event.
- Handle customer questions, concerns and complaints with empathy and professionalism, taking ownership of issues and ensuring appropriate resolutions.
- Build positive relationships with customers, helping to create a seamless and enjoyable experience at every stage.
- Provide a friendly and helpful contact for new and established charity partners as they register, use our services, and support participants.
- Ensure high level of communication with Flights, Operations, and Finance departments relating to any challenge travel amendments, customer requests, payments and other financial transactions.

Sales Enquiries

- Manage all incoming sales enquiries, responding promptly and identifying the needs and motivations of prospective participants and or charities/corporates.
- Proactively engage with prospective customers to understand their interests, recommend suitable challenge events and help them take the next steps towards booking.
- Follow up with prospective customers to maintain engagement, answer questions and encourage progression through the sales process.
- Develop a strong understanding of Charity Challenge's events, destinations and fundraising opportunities to provide informed and compelling advice and support.
- Identify opportunities to convert enquiries into bookings and contribute to the achievement of sales objectives.
- Work collaboratively with the sales and marketing team to ensure enquiries are managed effectively and potential opportunities are maximised.
- Maintain accurate records of sales enquiries, follow-ups and outcomes within the relevant systems.

Administration

- Maintain accurate and up-to-date customer records, ensuring information is recorded appropriately within the relevant systems (including dietary requirements, room share preference, medical requirements, passport information and insurance details)
- Manage multiple enquiries, administrative tasks and follow-ups, prioritising work effectively to meet deadlines.
- Work collaboratively with colleagues across the business to ensure customers receive consistent information and an excellent standard of service.
- Contribute ideas to improve customer communications, internal processes and the overall customer journey.
- Support the wider team with additional tasks and projects as required, demonstrating flexibility and a willingness to take initiative.

CORE COMPETENCIES

- Previous experience in customer service, sales support or a similar customer-facing role.
- Excellent written and verbal communication skills, with the ability to communicate confidently and effectively by telephone and email.
- A proven ability to build positive relationships and deliver a high standard of customer service.
- Confidence handling incoming sales enquiries and recognising opportunities to convert interest into bookings.
- Strong organisational skills, attention to detail and the ability to manage multiple enquiries and follow-ups.
- Excellent problem-solving skills and the ability to handle customer concerns calmly and professionally.
- A proactive approach, with the ability to work independently and collaboratively as part of a team.
- Good IT skills, including proficiency in Microsoft Office and confidence using customer databases or CRM systems.
- Fluency in written and spoken English.

OTHER SKILLS AND ATTRIBUTES

- A friendly, approachable and enthusiastic personality, with a genuine passion for helping people.
- A positive, solutions-focused attitude and a willingness to take ownership of tasks and responsibilities.
- A high level of care and pride in their work, with a desire to make a meaningful difference to our travellers and the success of Charity Challenge.
- An alignment with Charity Challenge's values and ethos, including a commitment to responsible travel and charitable fundraising.
- An interest in travel and adventure, with a willingness to develop knowledge of our destinations and challenge events.

Desirable Experience (Not Essential)

- Experience working within the charity, fundraising, travel or adventure tourism sectors.
- Personal or professional travel experience.
- Experience participating in a fundraising challenge or organised adventure event

FLEXIBILITY AND DEVELOPMENT

As a small business, we value a flexible and collaborative approach. The responsibilities outlined above provide a guide to the role, but you may also be asked to support other tasks and projects as business needs evolve.

We encourage team members to take initiative, share ideas and get involved in projects beyond their day-to-day responsibilities. This is an opportunity to develop your skills, contribute to the wider business and play an active role in improving the experience we deliver to our customers and charity partners.

WHAT YOU CAN EXPECT FROM US

Charity Challenge is a small, friendly team of people who are passionate about what they do and the difference our work makes. This is an opportunity to take on a varied and rewarding role within the travel and charity sectors, helping people achieve extraordinary things while raising money for worthwhile causes.

- **Salary:** £26,000–£29,000 per annum, depending on experience.
- **Working arrangements:** Full-time, Monday to Friday, 37.5 hours per week, with some flexibility available.
- **Location:** Remote working and an expectation to visit our North London head office approximately once every eight weeks.
- **Annual leave:** 24 days' annual leave per year, plus bank holidays. Annual leave increases by one day for each additional year of service, up to a maximum of 27 days, plus bank holidays.
- **Travel opportunities:** Opportunities to experience a challenge event and represent Charity Challenge, where appropriate.
- **Event participation:** Opportunities to support key events, which may occasionally involve weekend work.

HOW TO APPLY

If you are enthusiastic about delivering excellent customer experiences, enjoy building relationships and would love to contribute to a business that makes a positive difference, we would love to hear from you.

Please send your CV and a covering letter to jenn@charitychallenge.com, explaining what you would bring to Charity Challenge and why you feel you would be a good fit for the role.