



Job Title: Assistant Coordinator - justrunning.com / justreg.com

Location: West Edinburgh, Kirknewton

Contract: Part-time 21hrs per week

Salary: From £25,750 - Reviewed each December

About Us

At GSi Events, we manage and deliver some of the UK's best mass participation sports events annually as part of our 10 brands; **Edinburgh Marathon Festival**, Run Bournemouth, Scottish Half Marathon, Scottish 10K, Kilomathon, Big Fun Run, Dog Jog, Men's 10K, Women's 10K and Supernova Run.

We have over 700 charities who affiliate to us and who administer fundraisers via our portals justrunning.com and justreg.com

The Role

As an Assistant Coordinator, you'll play a key role in supporting the delivery of support sessions to the users of these portals. You will work closely with the rest of the Team, ensuring every detail is handled with care and precision. This is a fantastic opportunity for someone who is organised, motivated, and excited about the world of outdoor events and charitable fundraising.

Responsibilities

- Assist with the planning and delivery of charity user support sessions.
- Maintain clear and organised records and documentation.
- Support communication and coordination with charity partners.
- Provide on-site support at events.
- Develop a strong working knowledge of **Justrunning and Justreg**.
- Respond to customer enquiries clearly, professionally and promptly.
- Keep on top of follow-ups and ongoing customer communications.
- Provide accurate guidance and support to platform users.
- Support customer calls, inductions and general enquiries.
- Identify and escalate issues when required.
- Gather relevant information for technical issues and report bugs correctly.
- Keep customers updated on reported issues.
- Stay up to date with platform changes and processes.

About You

We're looking for someone who will thrive in a fast-paced, dynamic environment. The ideal candidate will be:

- Positive – with a can-do attitude and enthusiasm for supporting our customers.
- Well-organised – able to work on multiple tasks at any one time, prioritise effectively, and keep on top of deadlines
- Self-motivated – proactive in taking ownership of tasks and willing to go above and beyond
- A team player - understands that that strength of the team comes from all individuals within the team delivering to their best ability
- Has an understanding of IT and enthusiasm to work with technology. Excited at becoming an expert JustRunning & [JustReg.com](https://justreg.com) user
- Possession of a clean UK driving licence is essential for this role.

Other things you should know about GSi Events

Charitable & Sustainability goals

GSi works closely with over 700 affiliate charities, and with JustGiving to continually strive to create platforms for fundraising. We are proud that our events generate exceeding £12 million of fundraising each year for local, national, and international charities, and we seek to grow this figure each year.

GSi's sustainability goals are challenging and ever-evolving with technology. We are successfully working towards our events being carbon-neutral. We work with fabulous partners to help us achieve these goals, and to ensure that zero waste from our events ends up in landfill.

Employee Health and Wellbeing

Enrolment in NEST pension scheme and complementary fresh fruit and coffee making facilities.

How to Apply

We're looking for the right person to start in January 2027 so if you think you are good enough to join our team apply now.

Stage 1

Please send your CV and a short cover letter written by you (not Claude) detailing why you would be perfect for this role to HR@gsi-events.com with the subject line Assistant Coordinator Application – [Your Name].

Stage 2

If we think you might be a great fit for the team, the next stage in our recruitment will be to invite you to an informal information session in December. We will provide you with additional information about what we do, how we are set up as a business, and the ethos of how we try to do it. You will have an opportunity to meet some of the team, and find out if being part of the team is the right move for you.

If you're ready to take the next step in your career, we'd love to hear from you!