



Role Descriptor: Trust and Safety Responder

Trust and Safety Responders will report to the Director of Trust and Safety.

This position will be at the forefront of supporting Miraheze Limited's response to reports of Terms of Use violations and other safety-critical complaints. A responder will require good judgement to apply appropriate responses to improve the trust stakeholders have with regards to Miraheze Limited.

Responsibilities and Duties

- Collaborate across teams to ensure the appropriate response to a variety of matters concerning trust and safety, whether they are complaints or technical.
- Evaluate content to provide the best response to protect the reputation of Miraheze Limited, but also the safety of volunteers and the public.
- Work with colleagues and the Director of Trust and Safety to escalate cases as appropriate to either the Board, internet service providers or law enforcement authorities.
- Build relationships with the community and external stakeholders to ensure trust is maintained and critical communication lines remain open.