Job Description

Job Title: **Supporter Relations Team Member**

Work Location: **Witney**

Who We Are
Every day, millions of Christians risk their lives to follow Jesus. In more than 70 countries, Open Doors supports them by supplying Bibles, providing emergency relief and helping persecuted believers stand strong for the long-term. In the UK and Ireland, Open Doors helps the church to pray, give and speak out for those who share our faith but not our freedom.

Job Summary
As a member of the Supporter Relations Team, you will play a part in forging deep, long-lasting relationships with supporters, volunteers and churches across the UK and Ireland in several different ways. The primary communication channels are through the phone (making outbound calls and taking inbound calls) and through responding to enquiries that come in via email. Some members of the team may also be involved in communicating through social media. There is also the opportunity to develop relationships face-to-face at events and summer festivals. The role demands outstanding verbal and written communication skills, the ability to engage people from a variety of backgrounds, strong computer skills, a keen eye for detail and the ability to remain organised and administratively tight in a busy environment. Team members also offer to pray with supporters daily, through all channels and as such must have a heart for prayer.

Key Relationships
The Supporter Relations Team consists of a Team Leader, Supervisor and several Supporter Relations Team Members. The Team Leader manages the whole team. The Supervisor manages the Supporter Relations Temps. The Supporter Relations team fits within the wider Strategic Relations team and work closely with the Supporter Services Team and the Church Engagement Team.

Hours
37.5 hours per week. Usually worked between office opening hours of 8.00am to 6.00pm. The job is based in our office in Witney as it involves handling supporters' financial data. There may be an option to work from home for one day per week after working 3-6 months.

Responsibilities & Requirements:
A) Inbound communication with supporters

- Handle supporter queries with expertise, relational skill and speed. This will typically require researching the situation in the countries we work in, finding updates in our Intranet, providing advice and assistance regarding current events, resources and campaigns. Represent the organisation with excellence, protecting against any reputational risk.
- Where appropriate, offer to pray with people over the telephone, encouraging them and responding to their unique situations with sensitivity in a way that fosters a culture of long-term partnerships with Open Doors.
- Handle complaints calmly, record relevant supporter feedback on our complex supporter feedback system and follow up on requests as required. Help the team meet its target of resolving complaints and maintaining supporter satisfaction.
- Handle vulnerable supporters with sensitivity and care, displaying awareness of our policy on responding to vulnerable supporters. Report situations to the Safeguarding officer as required.

- Respond to supporter emails within the target of 48 hours, ensuring excellent standards of grammar and written communication. Ensure that emails are answered with integrity, but that contentious theological issues do not detract from the core mandate of Open Doors and are not given undue attention.
- As necessary, liaise with other internal staff members to retrieve information or pass on enquiries that are relevant to them.
- Keep knowledge current on Open Doors' ministry, events and resources, and news of the persecuted church in general, and find inspiring ways of communicating this and developing conversations.
- Display full knowledge of the security policies and knowing which countries we can say that Open Doors operates in and to what degree.
- Handle requests for help phone calls from those who are facing persecution sensitively and safely. Pass the information on to the Supporter Relations team member who oversees Requests for Help. This person will deal with the requests that come through emails as well, following our guidelines and policies from the field. They will keep the R4H document up to date to ensure we are all following the guidelines correctly. Every quatre, data for the board is given to see how many requests for help we get and which countries they are coming from.
- Display emotional resilience for challenging calls, but also communicate when a call or email has been personally difficult and request the relevant support.

B) Outbound Communication with Supporters

- Make outbound calling campaigns (e.g. welcome, reconnecting, appreciation, gone-aways) to supporters as part of the delivery of our primary outbound campaigns. We do not ask for money on any of our phone calls and have a warm, relational approach to all our calls. Across all outbound calls we offer to pray with individuals and churches.
- Accurately capture feedback from calls and feed into the strategy of campaigns and design of resources, representing the 'voice' of supporters.

C) Supporting Volunteers and Churches

- To provide a warm and professional one to one service for Open Doors supporters, churches and volunteers who initiate contact via telephone, email or social networks, in a timely manner. The aim is to build long-term relationships and for them to feel valued and well supported as a volunteer.
- Connect any key contacts with Church Relationship Managers who may have an existing relationship with the church/ volunteer. Or a potential new caseload for them to look into.
- To identify new volunteers and encourage the appropriate individuals to explore the role that you think would suit them best.
- To work closely with the caseload team to provide tailored support for churches, advising them about current campaigns, resources and ways of furthering their involvement.

D) Teamwork

- To participate in the work of the Supporter Relations Team in a committed, prayerful and enthusiastic way.
- To cover other specialist areas or activities within Supporter Relations as required when other team members are off.
- To help train new staff and support them during the induction process.
- To work effectively as part of a team, supporting other team members and being aware of team priorities and needs.
- To attend and support additional external events as required, such as festivals, conferences etc.

E) Administration

- Utilise the IT infrastructure (computer, phone, feedback system and database systems) to ensure efficient, consistent working practices across the team and to capture and record pertinent information after each call and email
- Ensure that supporter records on our CRM database are accurately maintained and amended. This involves learning a large number of processes.
- Utilise Team methods of staying up to date with the vast quantity of information. This involves a daily check in and contributing to OneNote and Microsoft Teams
- Participate in reception duties as required, in the absence of the facilities manager.
- Display efficiency and skill on Outlook for personal emails and calendar, as well as using the more complex CRM email system for responding to emails from supporters, and recording accurate data about each email
- Assist with additional ad hoc tasks as requires. These jobs might typically include data analysis, helping out with a speaking engagement or attending meetings on behalf of the Team Leader of Team Supervisor.
- Use appropriate manual and electronic processes to facilitate posting resources to supporters
- Process bookings for events
- Learn new IT based processes as our organisation continues to grow and develop
- Utilise team methods of staying up to date with the vast quantity of information. This involves a daily check in and contributing to OneNote and Microsoft Teams
- Handle supporter's financial data, in compliance with PCI guidelines

The above job description is a guide to the work the job holder may be required to undertake but does not form part of the contract of employment and may change from time to time to reflect changing circumstances.

Applying Your Christian Faith to This Role

There will be many ways you can apply your Christian faith and the outworking of your faith to the context of Open Doors. The list below are some of the expectations of this role but it is not exhaustive or intended to limit you:

- Contributing to daily devotions (this can be for the whole team or just smaller, departmental groups)
- Participating or leading meetings, retreats, days of prayer
- Committing to private prayer for the work associated with this role and closest colleagues
- Working in such a way so as to reflect Biblical principles of leadership and service
- Applying Biblical principles of Godly stewardship to operational responsibilities
- To be open and obedient to God's voice and direction in relation to any strategic matter and to always seek His will above all else

Limits of Authority

To operate within the ethos and aims of Open Doors, adhering to budget parameters and the Open Doors' confidentiality agreement.

Who You Are

You will demonstrate the following essential criteria for this role:

Culture

- committed Christian who is completely in sympathy with the calling and mission of Open Doors
- commitment to Open Door's Core Values

Competency

- GCSE- Grades D to G / 3–1. Basic keyboard skills
- Experience of working in a customer service environment.
- Strong IT skills with a working knowledge of MS Office and a Database.
- High level of accuracy and attention to detail especially in relation to data input.
- Self-motivated with the ability to prioritise and meet deadlines and manage a busy and varied workload.
- Excellent interpersonal skills
- Feeding into and taking a lead, where appropriate, on regular team training sessions.
- Excellent verbal and written communication skills and proven ability to communicate and relate effectively to different target audiences.
- Experience of dealing with complaints or difficult situations
- Demonstrate broad understanding of the Church / Christian community throughout the UK & Ireland.

Character

- Ability to work effectively under pressure, to ensure standards and deadlines are met.
- Ability to integrate and work effectively within a team, displaying sensitivity to different working styles.
- Ability to inspire, encourage and value others, including using active listening skills.
- Ability to befriend people.
- Commitment to organisations in which worked (or volunteered) and reliability and consistency.
- Highly motivated, proactive and enthusiastic.
- Responsible and mature outlook.
- Ability to lead devotions and prayer.
- Ability to maintain a calm head and display emotional resilience and seek support when needed.
- Be able to work extended hours (on a rota) and occasional weekends.
- A team player able to work with a diverse group of people.
- Able to reflect Open Doors' core values.
- Committed Christian who believes in prayer and can offer spiritual encouragement and support to others.

In addition, it would be beneficial for you to demonstrate the following:

- Ability to learn information quickly and then share it with others or advise on it.
- Experience or knowledge of safeguarding and/or supporting vulnerable adults
- Experience of working consistently with operational processes.
- Experience of prayer ministry.
- Passion for supporting the persecuted church and ability to use this passion to authentically inspire others.

Enhanced disclosure information may be requested from the DBS in the event of a successful application.

Our Statement of Faith

Open Doors is an evangelical Christian ministry

Our Trinitarian faith is enshrined and expressed in the historic creeds of the church:

We believe in God the Father Almighty, maker of heaven and earth;
and in Jesus Christ His only Son, our Lord,
who was conceived by the Holy Spirit;
born of the Virgin Mary;
suffered under Pontius Pilate;
was crucified, died and was buried.
He descended into hell,
the third day He rose again from the dead;
He ascended into heaven, and sits at the right hand of God the Father Almighty,
from where He will come to judge the living and the dead.

We believe in the Holy Spirit;
the holy Christian Church;
the communion of saints;
the forgiveness of sins;
the resurrection of the body;
and the life everlasting.