

## Role Description

<b>Job title:</b>	<b>Supporter Relations Manager</b>
Team:	Supporter Relations
Line manager:	Head of Supporter Engagement
Direct reports:	One
Key internal relationships:	<ul style="list-style-type: none"><li>• Supporter communications team</li><li>• Events team</li><li>• Senior management team</li></ul>
Key external relationships:	<ul style="list-style-type: none"><li>• Existing supporters</li><li>• Existing donors</li><li>• Potential supporters / UK Christian community</li><li>• Church leaders</li></ul>

## Purpose

We're a growing movement of Christians passionate about seeing the love, justice, truth, freedom and hope of Jesus at the heart of society.

Your role is to help build and mobilise the Christian Concern community by ensuring that all those who contact us receive a first-class service.

## Priorities

In a nutshell, this is what we think would constitute success in this role:

- **Great reviews from supporters and other external contacts:** we want to hear that supporters and others who contact the organisation feel that they receive an excellent service. We want to hear them say things like 'warm, helpful, timely, efficient, accurate, and followed-up well'.
- **Great reviews from colleagues:** we want those across the organisation to enjoy working with you and the team, and to have confidence that supporter questions, offers, requests and donations are handled efficiently and professionally, and in line with our mission, values and objectives.
- **Brilliant business processes:** we want to see the implementation of excellent business processes to facilitate delivery of first-class supporter relations. We want to see technology being used to maximum effect, and a strong commitment to ongoing development and improvement.
- **Excellent management information and reporting:** we want to receive accurate, relevant and timely management information about our performance in serving our supporters, and a commitment to identifying and addressing current and future issues.
- **High-quality supporter information:** we want to have confidence in the quality of information stored in our supporter relationship management systems, knowing that it is accurate, relevant and compliant with relevant regulation.
- **Growth of the Christian Concern community:** we want to see interactions with supporters that result in growth in the Christian Concern community – both in numerical terms and in depth of engagement (for example, those who contact us becoming supporters, those who already support us committing to pray or to give).

## Key characteristics

This is what we think you'll need to be to succeed:

- **Godly:** you'll need to love God and others, to be passionate about our vision, want to see Jesus made known and be committed to our mission.
- **Customer-minded:** you'll need to be able to put yourself in the shoes of our supporters, potential supporters and church contacts, and think about how we can best do things to serve them and connect them with our ministry.
- **Strategically-minded:** you'll need a strong grasp of our organisational vision, mission, strategy and message and be able to shape day-to-day processes and priorities, and to train others in the team accordingly.
- **Able to improve things:** you'll need a strong desire to improve our supporters' experience and the effectiveness of our internal systems, and the drive to take that desire through to implementation. You'll need the drive to solve problems and overcome obstacles.
- **Process and project minded:** you'll need to be able to map, design, improve and manage effective business processes, and apply 'systems thinking' that enables you to spot problems with existing processes and bring positive change. You'll also need to be able to scope and manage projects, being able to break down a bigger project into constituent parts or phases, plan them accordingly and then make them happen, on time and on budget.
- **Able to manage, motivate and train others:** you'll need to be able to manage those in the team effectively, helping them to stay aligned with our values, mission and team objectives, and achieve what is needed.
- **Enthusiastic and persuasive:** you'll need to be passionate about our ministry, be effective and persuasive in building support for our work, and be able to deal with objections.
- **Professional, friendly and helpful:** you and your team will be communicating with a wide variety of people. You'll need to have a strong desire to serve and help others, and remain calm, patient and positive, even when you encounter challenges. And you'll need to help your team do the same.
- **Accurate, reliable and prompt:** you'll need a strong commitment to accuracy and getting the detail right, and a determination to ensure that enquiries and requests from external contacts are handled as promptly as possible. You'll need to manage your team to deliver to agreed service-level agreements (SLAs) and deadlines without the need to be reminded or chased.
- **Able to cope with some ambiguity and change:** being a fast-paced, responsive organisation, the extent of structure or supervision may at times be more limited than it might ideally be. Priorities, projects and objectives can change reasonably quickly. You'll need to be able to cope with this and continue to function effectively. You'll need to cope with some interruptions to your planned work and be ready to respond to short-notice requests without it causing you stress or frustration. You'll need to be effective at multi-tasking, and even enjoy the variation or excitement that it can bring.
- **Collaborative and communicative:** you'll need to be an excellent team-player, keen to help colleagues, and proactive in communicating well about what you are doing and what you need from others, and providing accurate and useful management information on team performance.
- **Keen to learn and grow:** you'll need to be keen to improve, develop and be stretched, and value feedback, both positive or negative.

For more detail about what we're looking for, see the person specification below.

## Main responsibilities

- 1 **Managing and developing our Supporter Relations team – for example:**
  - Planning, allocating, coordinating and monitoring the work of the team to ensure on-time, on-budget, to-standard delivery, and successful outcomes, especially in areas 2 – 10 outlined below
  - Mentoring and developing individuals within the team
  - Growing and developing the team
  - Ensuring team alignment with wider organisation
- 2 **Ensuring that telephone calls are answered promptly and professionally – for example:**
  - Ensuring that telephone calls are answered promptly and professionally, and rightly directed within the organisation
  - Coordinating, training and monitoring performance of the telephone call-handling team
  - Identifying and implementing ways to improve telephone answering service
- 3 **Ensuring that incoming digital communications are processed efficiently – for example:**
  - Ensuring that incoming digital communications (e.g. via email, website contact forms, social media direct messages) are promptly directed to the right team within the organisation
  - Monitoring response timeframes across the organisation and chasing up replies where necessary
- 4 **Providing responses to general enquiries from supporters – for example:**
  - Ensuring prompt, professional and helpful responses to messages from potential and current supporters (whether received via post, telephone, digital channels etc.)
  - Liaising with others in the organisation for any necessary assistance
  - Developing and deploying standard template responses where helpful
- 5 **Adding, updating and removing supporter-related information – for example:**
  - Processing 'sign-ups' to our postal and/or email communication lists
  - Implementing and responding to requests to add, amend or delete contact information
  - Implementing and responding to requests to change communication preferences
  - Processing other relevant information that may improve our service to supporters
- 6 **Ensuring that donations are processed quickly and accurately – for example:**
  - Ensuring professional service for donations made over the telephone
  - Ensuring that one-off donations made across all channels (e.g. online, telephone, cheque, direct transfer, in person) are processed and logged promptly and accurately
  - Ensuring that regular donations (e.g. standing orders, direct debits, recurring card donations) are processed and logged promptly and accurately
  - Assisting supporters with any problems encountered during the donation process
- 7 **Ensuring that donors are thanked for their gifts – for example:**
  - Ensuring that one-off and regular gifts are acknowledged and thanked appropriately (e.g. in accordance with agreements about frequency, email vs physical mail etc.)
  - Providing acknowledgements and receipts where required
  - Ensuring appropriate wording and additional information for thanking communications that deepen connection with the Christian Concern mission
- 8 **Improving the accuracy, benefit and use of supporter-related information – for example:**
  - Ensuring the overall accuracy of supporter-related information held by the organisation
  - Organising the collection of information that would improve the quality of our service
  - Improving the functionality of systems used to process relevant information, working with others (such as our technology team) where necessary

- 9 **Improving the effectiveness and usability of our tools, processes and systems – for example:**
- Identifying and implementing improvements to the tools, technology and business processes that we use to deliver our supporter relations experience
  - Onboarding and training relevant individuals in using relevant tools, technology and processes
- 10 **Ensuring compliance with relevant data protection and privacy regulations – for example:**
- Keeping up to date with relevant data protection and privacy regulations and best practice
  - Undertaking regular reviews of data protection and privacy compliance within supporter relations function
  - Ensuring members of the supporter relations team are appropriately trained in data protection and privacy practice
  - Handling Subject Access Requests
- 11 **Providing cover for our office management and hospitality team – for example:**
- Providing cover from within the supporter relations team, as needed, when members of our office management and hospitality team are unavailable (e.g. lunch-breaks, annual leave)
- 12 **Carrying out other reasonable duties as required – for example:**
- Other reasonable activities necessary to ensuring that the work of Christian Concern and the Christian Legal Centre is carried out effectively

## Person specification

Vision and values	
Passionately supportive of Christian Concern and the Christian Legal Centre's vision, mission, ethos and our stance on campaign issues and cases	Essential
Willing to represent us and our message and mission through various channels (e.g. telephone conversations and email communications with supporters)	Essential
Willing to lead prayer and biblical reflection, and participate in our weekly prayer meeting	Essential
Committed to our Christian beliefs (as set out in our statement of faith) and to living and working in accordance with them, to recognising the authority of the Bible in all matters, and to maintaining your own discipleship of Jesus and being a good role model inside and outside the organisation.	Essential
Existing understanding of Christian Concern's main campaign issues and the theological principles underpinning our approach	Desirable
Character and temperament	
Highly organised, great time management, able to prioritise, takes a structured approach to work and can be relied upon to execute responsibilities without reminder	Essential
Takes responsibility, keeps work on track despite setbacks, meets service-level agreements and hits deadlines	Essential
Able to allocate work effectively and monitor performance against service-level agreements	Essential
Works effectively when supervision or structure is limited, takes initiative, overcomes obstacles and takes proactive approach to problem solving	Essential
Works effectively in a rapidly changing and pressured environment, can cope with change and uncertainty, continuing to communicate and work well with others	Essential
High attention to detail, committed to accuracy and precision	Essential
Likes to improve things, especially business processes	Essential
Friendly, positive, patient and helpful in dealing with others, even when under pressure or time is short	Essential
Able to inspire and motivate others, and interested in seeing them develop and grow	Essential
Eager to grow and benefit from training	Essential
Willing to work flexibly when needed, including occasional working out of normal office hours	Essential
Experience	
Customer-service / customer-relations experience	Desirable

Database / customer-relationship management (CRM) system experience	Desirable
Marketing and communications experience	Desirable
<b>Skills and knowledge</b>	
Excellent written and spoken communication skills, and high standard of phone and email etiquette	Essential
Able to frame effective marketing communications aligned with organisational mission and values	Essential
Excellent office IT skills (e.g. using Office 365)	Essential
Ability to quickly grasp our 'voice' and our 'message' on our issues of interest	Essential
Knowledge of data protection and privacy regulations (including GDPR etc.)	Desirable
<b>Qualifications</b>	
Degree level qualification (in relevant subject) or equivalent experience	Desirable
Full, clean UK driving licence	Desirable
<b>Other</b>	

**Additional Information:**

You may be required occasionally to carry out other reasonable activities necessary to ensuring that the work of Christian Concern and the Christian Legal Centre is carried out effectively.

There is an occupational requirement that the successful candidate be a practising Christian, committed to the upholding the Christian Concern statement of faith in lifestyle and belief.

**For office use:**

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