



## JOB PROFILE

<b>Job Title</b>	<b>Supporter Relations Assistant</b>
<b>Reports to</b>	<b>Supporter Relations Team Leader</b>
<b>Department/Team</b>	<b>Supporter Relations / Engage</b>
<b>Responsible for</b>	<b>No Line Management Responsibilities</b>
<b>Location</b>	<b>Compassion UK, Weybridge, Surrey</b>

### Introduction

In response to the Great Commission, Compassion UK exists as an advocate for children, to release them from their spiritual, economic, social and physical poverty and enable them to become responsible and fulfilled Christian adults. This entire purpose is embodied in the phrase:

*Releasing children from poverty in Jesus' name*

Compassion UK is a Christ-centred organisation committed to the Church. As such, we value:

- Integrity
- Excellence
- Stewardship
- Dignity

**Christ centred** – We confess that Jesus is the Christ and He is Lord of our lives and of the ministry. Our love of Jesus compels us to love others as He commands and to honour Him in all that we do.

**Committed to the Church** – The Church is the great hope for the world and is God’s instrument to advance the Kingdom of God. We mobilise and connect the global Body of Christ to fulfil her mandate for holistic discipleship of children in poverty.

### Job Purpose

Contribute as a member of the Supporter Relations Department who deliver the main Christian message of Compassion, acting as a bridge between Supporters and beneficiaries to:

- Maintain and increase retention efforts through outbound communication that encourages the continuation of sponsorship;
- Educate Supporters on the significance of their support, igniting a greater level of engagement with Compassion and their sponsored child;
- Facilitate an exceptional Supporter journey ensuring excellent customer service, exceeding expectations wherever possible;
- Provide effective communication and administration

### Key outcomes

1. Promote and maintain Compassion UK’s Christian Ethos and Values;
2. Increase Supporter Engagement and Understanding;
3. Increase Supporter Retention.



## Core Responsibilities

### 1. Promote and Maintain CUK's Christian Ethos and Values

- Actively live and work in accordance with the Christian ethos and values of the organisation at all times, actively demonstrating the practical outworking of these values and taking personal responsibility for how your individual attitude and actions impact on the Christ centred working of Compassion.
- Actively participate in the spiritual life of the organisation in the following ways:
  - Model Godly character in all aspects of conduct.
  - Pursue and maintain your Christian faith through ongoing personal spiritual development and a personal relationship with God.
  - Contribute in Christian praise, worship, prayer and biblical reflection during collective prayer times, joining with colleagues in praying for the work of the organisation.
  - Provide support and spiritual encouragement to colleagues, in line with biblical principles.
- Assist in ensuring that services provided actively promote, maintain and articulate the Christian ethos and values as laid out in our Covenant Charter, Statement of Faith, Core Values and Ethos Statement.
- Assist in promoting inclusivity within the organisation, so the organisation continues to champion diversity whilst maintaining a clear Christian distinctive.

### 2. Increase Supporter Engagement and Understanding

- Initiate conversations with Supporters through various communication channels as part of our proactive strategy to increase engagement.
- Create and take opportunities to educate Supporters about the impact of their partnership with Compassion.
- Build rapport with Supporters; listening to their feedback, offering advice and praying for them as appropriate.
- Encourage and assist Supporters in developing appropriate relationships with their sponsored children, fostering support and maintaining channels of communication.

### 3. Increase Supporter Retention

- Express Compassion's Christian Ethos, Mission and Values in all communication, both internally and externally.
- Initiate outbound communications as part of proactive processes around financial follow up.
- Ensure excellent Supporter service is delivered at all times through our daily communications.
- Respond to retention issues as they arise.
- Administer and update Supporter records including financial and personal information. Confidentiality is required.
- Perform other related tasks as required by team leader.

**This job profile is not intended to be exhaustive but merely a guide to the main areas of responsibility. Any substantial changes to this job profile will be discussed fully with the post holder.**



## Person Specification

<b>Christian Ethos</b>	<b>Essential</b>	<b>Desirable</b>
Active Personal commitment to the Christian Faith with the ability to promote the Christian ethos of Compassion UK and enable others to experience, explore and express the faith based motivation of its work	✓	
In agreement with and committed to respect and work within Compassion's Christian mission, values and faith statements	✓	
Willing and able to pray for Supporters and colleagues	✓	
<b>Qualifications &amp; Experience</b>	<b>Essential</b>	<b>Desirable</b>
GCSE in English and Mathematics, or equivalent	✓	
Familiar with office administration: Microsoft Office packages and telephone systems, Internet, Intranet and databases tec.	✓	
Fluent in English and competent in written and numerical work	✓	
Customer Service experience	✓	
Telephone based customer service experience; both inbound and outbound telephone calls	✓	
High volume proactive telephone call experience		✓
Personal experience within a developing country		✓
<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>
An ability to extend kindness, consideration and respect in all circumstances; exercising compassion and grace toward self and co-workers to encourage an environment that benefits everyone and supports Compassion's Christian ethos and mission	✓	
A personal alignment with the values of integrity, excellence, stewardship and dignity; with an ability to reflect these values through work ethic, decision making, conversation and in relationship with others	✓	
A deep sense of personal connection to Compassion's ministry to children in poverty and an eager desire to play a part in accomplishing its mission	✓	
A team player who recognises the benefits of collective effort and mutual cooperation; fully committed to working with others, exchanging information and making choices to build consensus and achieve shared goals	✓	
An ability to perform to a high standard, add value and contribute in a meaningful way; eagerly desiring to go above and beyond to accomplish outcomes with excellence and enhanced productivity and performance an ability	✓	
An ability to be creative, innovative and flexible; exploring change, providing new and useful ideas and approaches to your work	✓	
Strong positive character, with integrity, and be trusted by others	✓	
Desire to help remove injustice and poverty and see children achieve their God given potential	✓	
Excellent verbal communication skills with a clear understanding of how the Christian Ethos, Mission and Values of Compassion UK are reflected in the working of the organisation	✓	
Excellent telephone manner (confident, clear speaker), with the ability to strike an appropriate balance between friendliness and professionalism	✓	
Passionate about the importance and value of Supporters with the ability	✓	



to see things from their perspective and understand the challenges they face. Committed to delivering excellent customer service		
Excellent interpersonal skills with the ability to build strong, meaningful relationships both internally and externally	✓	
Effective listening skills, with the ability to listen attentively and actively to Supporters and colleagues	✓	
Able to educate Supporters and be challenging in an appropriate way, i.e. in line with Christian values	✓	
Team player who recognises the benefits of collective effort and mutual cooperation	✓	
Able to work on own initiative, with limited direction, making swift and sound decisions within the role		✓
Excellent organisational skills with the ability to work to agreed deadlines and agreed standards/targets with a high level of accuracy and attention to detail	✓	
Thorough in completing tasks to a high standard and dissatisfied with average performance	✓	
Self-motivated with the ability to work independently as well as being able to work as part of a team	✓	
Able to grasp new initiatives quickly and have a positive approach to new opportunities	✓	
Able to work to a flexible work schedule; evening and weekend work is required	✓	
Able to work under pressure and work extended hours when required		✓
Able to meet the requirements of the position with or without reasonable adjustment	✓	



## Information for Applicants

<b>Job Title</b>	<b>Supporter Relations Assistant – Engage Team</b>
<b>Salary Range</b>	<b>Pro rata salary £17,952 pa (within the range £22,440 - £25,500 pa)</b>
<b>Hours of Work</b>	<b>28 Hours per week – with flexible working conditions and some evening/weekend working from home</b>
<b>Travel</b>	<b>Not required except for occasional meetings and training events</b>

### Salary & Benefits:

- Compassion UK operates a salary grading system (linked to performance), where each staff member has the opportunity to move up an increment within their grade during their first seven years in post.
- Benefits include full health (AXA PPP) and dental insurance (Denplan) for all staff on satisfactory completion of their probationary period.

**Annual Leave – Full Year:** All employees will be entitled to 5 normal working weeks annual leave a \*year (pro rata), plus normal bank holidays (pro rata). It will be compulsory for up to 5 (or relevant pro rata) days of that entitlement to be held in reserve and taken during the 'Christmas Period' when Compassion UK close their offices, this is usually around 21 December to 1 January each year. (\*Year = 1 January to 31 December)

**Pensions:** There is a non contributory pension scheme for staff to join on appointment.

**Learning and Development:** Compassion UK seeks to enable each individual to develop to their full potential through a comprehensive performance review process and ongoing opportunities to develop within their role and through external and internal training as applicable. All new staff will be given a comprehensive induction.

**New Staff Service:** Six month probationary period with three month review.

**Internal Appointments:** Performance review at three and six months.

**Statement of Faith:** Compassion is a Christian organisation. The post holder will be part of the Supporter Relations Department, who deliver the main Christian message of Compassion and act as a bridge between Compassion supporters and Compassion assisted children. This includes the transference of the Christian ethos internally and externally. One area of the interview will therefore explore your active **personal commitment to the Christian Faith** and ability to promote the Christian ethos of Compassion and enable others to experience, explore and express the faith based motivation of its work. All applicants for any role in Compassion UK should be able to agree to respect, uphold and commit to working within Compassion UK's Christian faith based ethos, faith statements and values and for this post be able to agree with the Statement of Faith (as referred to in the Application papers).

**Applicants with disabilities will be welcomed.**