



Scripture Union

JOB PROFILE: Supporter Care Assistant

Mission Area	Team
Mobilisation	Supporter Care
Position of Job in Organisation	
The Supporter Care Assistant will report to the Supporter Care Lead.	
About Scripture Union in England and Wales	
Scripture Union is a national mission-movement, the aims of which are to create opportunities for children and young people to explore the Bible, respond to Jesus and grow in faith. Our priority is to reach those who don't yet know Jesus. In all its work, Scripture Union aims to care for children and young people, share God's good news, and offer choices and opportunities, whilst being credible, relevant and inspiring.	
Vision of SU in England and Wales	
Our vision is to see a new generation of children and young people have a vibrant, personal faith in Jesus.	
Purpose of the team	
To promote mission-focused content and activity across the Movement, for the 95% of children and young people who aren't in church, for those who seek to reach and work with them, and for those who nurture them in their new-found faith.	
Purpose of the job	
To be the primary point of contact for supporters and customers. To support and participate in the work of the Mobilisation Team in the promotion, selling and despatch of SU's mission activities and content. To promote a positive Customer Experience.	
Dimensions and quantities	
The most important dimensions and quantities for this job are: <ul style="list-style-type: none">• Reporting to the Supporter Care Lead.• Providing excellent front office service for all calls coming into Scripture Union, dealing with queries, sales and gifts, and passing on where appropriate to other departments.• Managing all processing of sales and subscription orders and their associated payments or refunds, top up donations, Direct Debit processing and subscription renewals for the Supporter Care function.• Proactively support the work of the Mobilisation Team in liaison with the Supporter Care Lead.	
Key accountabilities	
The key accountabilities for this job are to: <ul style="list-style-type: none">• Respond to all incoming requests for assistance, information and sales including those from the website, email, social media, mail and phone users.• Manage subscription renewals and Direct Debits, sending information to our preferred mailing house for the mailing of renewal letters, on a quarterly basis.	



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- Liaise with and send daily order batch files and monthly dated orders to Marston Book Services, ensuring the accuracy of data prior to sending and promoting problem resolution.
- Be pro-active in communications with supporters, customers and volunteers – taking opportunities to increase their understanding and support of SU ministry, resulting in increased prayer, volunteering, sales and donations.
- Liaise with other teams to ensure that payment processes are carried out in an efficient and timely manner.
- Ensure Scripture Union’s CRM system is kept up to date through dealing with duplications, updating product and stock information and ensuring current GDPR requirements are being adhered to and are in line with customer requests.
- Support the fundraising team with the administration of appeals, campaigns and other related activities.
- Undertake other work and projects as required by the Supporter Care Lead.

In common with all members of staff, to:

- Further the aims and objectives of Scripture Union, working in accordance with its ethos.
- Be part of the prayer life and fellowship of Scripture Union, including staff prayers, days of prayer and worship, and staff conferences, which combine prayer, worship and strategy.
- Undertake personal development through study and reflection, work reviews and in-service training.

Educational and / or training qualifications and certificates

The person appointed will have:

- A formal training qualification or an equivalent experience in Customer Service would be beneficial.

Person specification

The Supporter Care Assistant will have:

- Experience gained working in a customer service and administrative environment.
- A good understanding of the principles of customer relationship management (CRM).
- Good interpersonal skills and confidence to communicate with people of various backgrounds and levels, both internal and external to the Movement, including team members, colleagues, supporters and volunteers.
- An ability to take initiative, organise and administer processes methodically without direct supervision and with attention to detail.
- Ability to accept responsibility, manage multiple demands, work to tight deadlines and deal confidentially with sensitive information.

In common with all members of staff, the person appointed will:

- Be a committed Christian in sympathy with the aims and ethos of Scripture Union, and who has an active involvement in the mission of a local church.
- Seek to have a sound biblical understanding that is applied in daily living and encouraged in the lives of others.



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Necessary technical / functional skills	
<p>The person appointed will have:</p> <ul style="list-style-type: none"> • Customer service experience and skills, especially on the telephone. • Relevant IT skills, especially in Microsoft Office (Adobe, Indesign and Photoshop advantageous). • Excellent working knowledge of databases (especially CRM databases). • Wide range and strong skill set in literacy, numeracy and ICT. • Proven ability to work confidentially with sensitive information. • Proven ability and experience of word processing, spreadsheets, email, database systems and the ability to analyse data. • Knowledge of principles and practices of administrative office management. • Ability to manage a busy and varied workload. 	
Required behavioural competencies	
Flexibility	Willing to adapt thinking and behaviour to suit the requirements of different situations, demonstrating a flexibility of approach for the good of the movement. Able to see value of an alternative view in different situations
Self-development	Takes personal responsibility for own professional and spiritual growth. Alert and responsive to learning opportunities with a willingness to encounter new experiences and situations. Assesses own performance in a constant effort to develop
Analytical thinking	Analyses problems and identifies the key issues, which need action. Assesses a situation in a systematic way, identifying time sequences, setting priorities and drawing logical conclusions from the data
Relationship building	Works to identify, build and maintain positive long-term relationships with colleagues and contacts
Concern for impact	Anticipates and responds to the needs of others in order to achieve the required outcome. Develops and modifies approach to reflect the feelings, views and concerns of others in order to influence
Concern for excellence	Drives consistently towards improvement and excellence in all aspects of work
Results focus	Sets challenging yet realistic goals and objectives, focusing energy into striving to achieve them within agreed timescale
Initiative	Anticipates situations, problems or opportunities (before being asked) and takes appropriate action, actively finding ways forward
Job profile updates	
Updated by: Jim Winning	Date: 05.12.2019
Staff signatures	
Line Manager:	Date:



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Employee:	Date:
Human Resources:	Date: