



customer support – giving team

job description and organisational overview



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job overview

Post:	Full-time, Fixed Term Contract (12 months) reporting to the Head of Giving.
Location:	Flexible (Our team are currently working remotely but our usual office location is 1 Lamb's Passage, London, EC1Y 8AB. We expect to have some of the team based there from Easter 2021).
Salary:	From £22,500 - £25,000, depending on experience.
Closing date:	Wednesday 13 th January

background

In the autumn of 1906, eleven men gathered around a table to witness the birth of the United Kingdom Evangelization Trust (UKET). Progressive for its time, UKET's primary function was to hold in trust, resources generously given by its members, for Christian based philanthropy.

Fast forward over 113 years and Stewardship remains a progressive pioneer of generosity; receiving, investing and releasing over £100 million of charitable giving each year. Having undergone radical growth through numerous mergers, Stewardship is now proud to be within the top ten faith based charities in the UK.

In recent times, Stewardship has started a journey of transformation; from a traditional transactional service provider, to an innovative and technically-orientated digital giving organisation. We are busy updating our core giving products which help Christians around the UK to give around £50million each year to the causes they care about, and have launched our specialist Philanthropy Service to help those who wish to make very large gifts each year. 2020 has been a year of growth and new opportunity and in 2021 we will be relaunching with an updated brand identity and digital presence.

To help us keep up with the demands of growth, we are urgently expanding our core customer support team who collectively help over 35,000 giving partners to give almost £1 million each week to the causes they care about.

You'll be joining a team passionate about helping all our users have the best experience of giving with Stewardship as possible, delivering a high quality service by phone, email and other channels.



mission, vision and values

Our vision is for the world to encounter Jesus through the generosity of His church.

Our mission is **transforming generosity**:

We make giving easy and help over 35,000 individuals to give around £100 million each year, to our database of over 19,000 charitable causes. We help people organise all of their charitable giving from the first gift to the last, any amount at any age, using their Stewardship giving account or through crowdfunding on give.net.

We inspire greater generosity from the Christian community too, through our wealth of resources, courses and campaigns for individuals and churches alike. We challenge and provoke the church to teach more effectively on generosity. Our own generosity campaigns and resources, including the award-winning 40acts, attract thousands each year.

We strengthen Christian causes, by offering practical, tailored financial and legal support to help Churches and Christian charities to transform the world. We offer a range of professional, legal and financial support services to churches, charities and individuals.

At our core, as believers in Jesus Christ, are the biblical values of:

Generosity

Integrity

Relationship

Excellence

IMPORTANT - Occupational Requirement (OR)

As a result of our Christian ethos, this post is covered by an Occupational Requirement (OR) under the Equality Act 2010. The successful applicant will be expected to be a practising Christian and to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement.



job description

Overview

To work as part of our Giving Services Team within the Generosity Services Division of Stewardship, delivering support to those using our giving account and other digital giving platforms like give.net (the home of Christian fundraising).

You will report to the Head of Giving.

Main responsibilities for this role:

- Customer service – delivering a high quality customer service to our giving account holders to help them give easily and generously, by phone, email and other channels.
- Online support – with more of our users now giving online, to give guidance and support to those using stewardship.org.uk or give.net for giving and reporting and resolving issues quickly and efficiently.
- Gift administration - the timely and accurate handling of requests from clients and processing of their giving by Direct Debit, card or cheque.
- Pro-active communication with givers. This will include phoning new givers to gauge their understanding and satisfaction with their new account and promoting the use of their account online.
- Other duties as directed by the Head of Giving.

Person specification

It's all about you...

We recognise that to be great at your role, there are certain characteristics that are important and others that enable a good fit within our existing team and culture.

- You will have a passion and commitment to deliver excellent levels of customer service in a timely and professional manner.
- You must have excellent verbal communication skills and be able to communicate clearly and effectively in written correspondence. You'll have a talent for explaining things in a calm, reassuring, straightforward manner.



- You will need to be able to develop a rapport quickly with customers, adopting a friendly and confident approach with a wide range of customer types.
- You will be a practicing Christian and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement.
- You will be also be able to demonstrate enthusiasm for the Christian purposes of the organisation, particularly to encourage generous giving, and a readiness to support and contribute to our goals to grow the total given each year.
- You'll enjoy getting stuck into a wide variety of administrative tasks alongside providing an excellent customer service, and process with speed, accuracy and with attention to detail.
- You must enjoy working as part of a team and also recognise individual responsibility to contribute to the performance and success of the team. There should also be an understanding of the needs of others and a willingness to help and adopt a flexible approach to working patterns.
- You must be able to deliver high levels of accuracy, demonstrate attention to detail and care in performance of work.
- It is important to have good numeracy skills and be at ease working with numbers. Confidence using and explaining basic calculations is desirable.
- You should be able to work independently, prioritising tasks. You must also be capable enough to adapt to rapidly changing situations and workloads, be well organised and able to multi-task.
- You need to be a proactive and enthusiastic team member, comfortable working under pressure and to challenging deadlines, when needed.



Your Experience

We are believers in investing in talent and potential; however, for the best chance of success, experience in some of the following will stand you in good stead.

	Essential	Desirable
You have at least 5 GCSEs at grade C or above (or equivalent) including English and Maths.	✓	
You have good IT skills, including the ability to use Microsoft Word and Outlook to an intermediate level and be confident in using the internet. Preferably, you'll have experience in using other Microsoft Office programs, such as Excel, to an intermediate level.	✓	
You have worked in a customer service role and understand the importance of delivering excellent service	✓	
You have worked in a role providing customer support by phone and/or email		✓
You have experience working in an administrative capacity and following strict processes and procedures.		✓
You will have some experience communicating and explaining procedures and/or calculations to customers.		✓
You have a general understanding of the UK charity sector and the variety of ways gifts can be made in the UK (e.g. Gift Aid, Legacy giving).		✓
You have had some recent experience of working for a mission agency or a Christian charity.		✓



working for us

Working hours:

This is a full-time post. Stewardship's normal office hours are 9am to 5pm, Monday to Friday, but you may be required to work on a flexi-time basis between 8.30am and 6pm in accordance with the needs of the organisation.

Annual leave:

27 days.

Company benefits:

Stewardship offers a generous pension contribution; the equivalent of 10% of your gross annual salary, into a group personal pension scheme (applicable after 3 months service). A salary sacrifice scheme for personal contributions is also available.

Other benefits are available including childcare vouchers, subsidised gym membership, a matching scheme for charitable giving, and we always remain open to ways we can look after staff and create an environment where people want to work.

More details on staff benefits can be found at www.stewardship.org.uk/jobs.



application process

Please complete your application online by visiting www.stewardship.org.uk/jobs and clicking on the link by the relevant job vacancy.

You will need to provide a copy of your C.V, along with a covering letter that demonstrates what you would bring to the role, the organisation, and how you fulfil the occupational requirement.

For further information, please contact Kofo Abidemi- People, Culture & Place Administrator

Address: 1 Lamb's Passage, London EC1Y 8AB

Telephone: 020 8502 5600 extension 307

Email: careers@stewardship.org.uk