



# partnerships customer support executive

job description and organisational overview



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## job overview

Post:	This is a permanent position as Customer Support Executive, working a maximum of 28 hours per week
Location:	Home based with occasional visits to 1 Lamb's Passage, London, EC1Y 8AB
Salary:	£22,750 p.a. (pro-rata for part-time staff)
Closing date:	13 <sup>th</sup> January 2021 9am
Interviews:	21 <sup>st</sup> , 22 <sup>nd</sup> January 2021.

## 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 114 years and Stewardship remains a progressive pioneer of generosity; receiving, investing and releasing around £70 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 recent times, Stewardship has started a journey of transformation; from a traditional transactional service provider, to an innovative and technically-orientated professional services company. Our portfolio of services is now both specialist and diverse, and includes online charitable giving accounts, payroll, mortgages and deposits, accounts examination, educational resources, digital marketing campaigns (such as the award winning [www.40acts.org.uk](http://www.40acts.org.uk)) and support programmes for full time Christian workers (FTCW).

We are now recruiting for a Partnership Team Customer Support Executive working primarily at home, but you will be required to make the occasional visit to our offices in the City. This is an opportunity to work in a busy but friendly team, where you will gain experience in handling a variety of tasks and play a significant part in driving forward our mission.



## 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 25,000 individuals to give around £70 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. We are also a Payroll Giving agent and our online fundraising website, give.net, helps hundreds of causes raise more money each year.

**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 Part 1 of Schedule 9 to the Equality Act 2010. The successful applicant will be expected to be a practising Christian, with active membership of a local church congregation, and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement.



## job description

### overview

You will work as part of our wider Partnership Team who exist to serve and strengthen the Church and Christian charities. Our collective focus is on our customers' success and maturity in money, governance, generosity and mission.

We aim to provide a holistic experience across multiple service teams and we ultimately want to fulfil Stewardship's goals and objectives by providing our customers' an excellent experience where they are central to all we do.

We currently serve over 19,000 charitable organisations and almost 3,000 individual ministry partners across the world. You will report to the Head of Partnerships.

### main responsibilities and duties include, but will not be limited to:

- Customer Support: On boarding – Assessing Church / Charity account applications is a detailed and thorough process when it comes to security, bank details, authorising users and finances. This often requires further conversations with customers to obtain all necessary documentation and information to open the account. Once the account is open and where possible, we welcome new clients to Stewardship and provide them an overview of how else we can support and strengthen their organisation.
- Customer service – Church / Charity account - Once customers have been set up with their Church / Charity account, you will be delivering high quality customer service in the timely and accurate handling of requests and queries from customers (sent by phone, email and post). This includes working as part of the online helpdesk to give guidance to those who are using the website and, where possible, resolving issues quickly and efficiently. It will also involve helping churches and charities set up their external profiles for online giving and fundraising as well as explaining to them how they link it to their own website. Those customers who we have helped to become clients of other Partnership teams will be on boarded and served by those individual teams and, in future, we intend to develop account management processes across teams.
- Customer Support: engagement – You will be required to train in all aspects of customer support. Although this is not the primary part of your role, there will be times when you need to support potential customers as they enquire and consider signing up for our Church and charity accounts and other service. You will be engaging with them relationally, helping them to understand the benefits of the account, services and products we provide. You will typically be dealing with general enquiries as well as specifically church treasurers, church and



charity finance teams, trustees, church leaders as well as church planters as they begin to get established. A crucial part of the engagement process is relationship building and being able to build an awareness of the customers other needs. Importantly, your role will also be about fostering holistic conversations about other services, products and training that they may find helpful.

- Customer Support: Inter department enquiry management - You will be required to train in all aspects of customer support. Although this is not the primary part of your role, there will be times when you will need to provide back up for our engagement team. When required, you will provide support and help manage potential customer relationships, so they understand the value and benefit of our services and guide them towards completing applications for relevant services, where appropriate. You will need to be trained at a basic level to use our sales pipeline management software, helping to capture these relationships as leads and opportunities and help them towards becoming customers. It is important that we provide all our customers with an excellent experience right from enquiry stage which is the foundation for developing a long term holistic relationship with them across teams as their needs change over time.
- Pro-active communication. This will include the management of general incoming enquiries as well as contacting new customers to gauge their understanding and satisfaction with their new accounts and services.
- Pro-active team contribution. We are fostering a team culture of continuous improvement and expect our team members not only to take responsibility for their roles, but also to offer ideas and improvements so we can collectively harness and adopt innovative ideas.
- You will also be required to fulfil any other duties as required by the organisation.



## 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 must have good 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 should also be able to demonstrate enthusiasm for the Christian purposes of the organisation and a readiness to support and contribute to its ethos, which might include handling telephone calls of a pastoral nature.
- You must enjoy working as part of a team (both remote and office based as required) 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.
- It is important to have good numeracy skills and be at ease working with numbers. Confidence using and explaining basic calculations is desirable.
- You must be able to deliver high levels of accuracy, demonstrate attention to detail and care in performance of work.
- You need to be an enthusiastic team member, comfortable working under pressure and to challenging deadlines, when needed. We like a 'can do' attitude!
- You'll enjoy getting stuck into a wide variety of tasks, including ploughing through some routine processing with speed and accuracy.
- 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.



## 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 experience of working in a customer services environment or in an administrative capacity, and have a passion and commitment to deliver excellent levels of customer service in a timely and professional manner.	<input type="checkbox"/>	
You have at least 5 GCSEs at grade C or above (or equivalent) including English and Maths.	<input type="checkbox"/>	
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.	<input type="checkbox"/>	
You have experience in using a CRM (Customer Relationship Management) system or other Sales Pipeline management tools.		<input type="checkbox"/>
You will have some experience communicating and explaining procedures and/or calculations to customers.		<input type="checkbox"/>
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).		<input type="checkbox"/>
You have had some recent experience of working for a Church, Christian charity or mission agency.		<input type="checkbox"/>



## working for us

### Working hours:

This is a part-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 (pro-rata for part-time employees).

### 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](http://www.stewardship.org.uk/jobs).



## application process

Please complete your application online by visiting [www.stewardship.org.uk/jobs](http://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](mailto:careers@stewardship.org.uk)