



# giving services customer support

job description and organisational overview



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## job overview

<b>Post:</b>	Permanent position as a Giving Services Customer Support. A full time post reporting to one of the Giving Services Managers.
<b>Location:</b>	1 Lamb's Passage, London, EC1Y 8AB.
<b>Salary:</b>	From £22,500 depending on experience.
<b>Closing date:</b>	Noon on Wednesday 13 March 2019.
<b>Interviews:</b>	Week commencing 25 March 2019.

## 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 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).

Due to this growth, Stewardship launched a new fundraising website in 2012, [give.net](http://give.net), as an additional tool to support the community of Christian charities, churches and full time Christian workers already receiving financial support as a result of their partnership with Stewardship.

We are now recruiting for a Giving Services Customer Support based at our offices in the City. This is an opportunity to work in a friendly, but busy 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 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 and wider Relationship Services team, delivering our tax-effective giving service to over 25,000 Christian givers in the UK and over 19,000 charitable recipients across the world. You will report to one of the Giving Services Managers.

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

- Customer service – delivering a high quality customer service to our giving account holders and the recipients they support (usually charity finance teams, church treasurers or individuals in full-time Christian ministry). 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.
- Account management – the timely and accurate handling of requests from clients (sent by phone, email and post) and processing of their giving. This includes the opening and ongoing administration of giver and recipient accounts, and helping to organise clients' charitable giving arrangements.
- Pro-active communication with givers and recipients. This will include phoning new givers to gauge their understanding and satisfaction with their new account and promoting the use of their account online. It will also include assessing new and existing recipient applications (churches, charities and individuals).
- Other duties as directed by a Giving Services Manager or Chief Relationship Services Officer.

## 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 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.	✓	
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 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 experience in the banking, private banking or philanthropy services industry.		✓
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:

25 days (plus 2 additional discretionary days at Christmas).

### 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 <https://www.stewardship.org.uk/about-us/working-for-us>





## application process

**Please complete our standard application form, together with an equal opportunities form. If these are not attached to this document, please download from <https://www.stewardship.org.uk/about-us/working-for-us>.**

Please provide suitable daytime and mobile contact details as well as a confidential email address wherever possible.

Please submit all your paper work electronically to [careers@stewardship.org.uk](mailto:careers@stewardship.org.uk).

All correspondence will be acknowledged within 48 hours.

If you do not receive an acknowledgement for all future emails, please presume your email has not been received; you should make contact by phone 020 8502 5600.

**For further information, please contact Helen Thomas, HR Administrator**

**Address: 1 Lamb's Passage, London EC1Y 8AB**  
**Telephone: 020 8502 5600 extension 304**  
**Email: [careers@stewardship.org.uk](mailto:careers@stewardship.org.uk)**