

# Giving Team Manager

Role Description and Recruitment Pack



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## Role overview

<b>Title:</b>	Giving Team Manager
<b>Hours:</b>	35 hours per week
<b>Contract:</b>	12-month fixed-term (as part of maternity cover arrangements)
<b>Location:</b>	Flexible (but with the ability to work from 1 Lamb's Passage, London, EC1Y 8AB at least one day per week)
<b>Salary:</b>	£28,000 - £35,000 p.a., depending on experience
<b>Closing Date:</b>	9am on Monday 9 <sup>th</sup> August. Interviews 16 <sup>th</sup> /17 <sup>th</sup> August

## Why this position is important to us

In recent times, Stewardship has started a journey of transformation; from a traditional transactional service provider, to an innovative and technically-orientated ministry with a big ambition to release over £250m of giving in to the Church, every year, by 2025.

Our portfolio of services is now both specialist and diverse, and includes digital giving products, accounts examination and payroll services, loans and deposits for churches and charities, and the specialist support of individuals in Christian ministry.

Our giving team is the beating heart of our operations, serving the needs of 40,000 generous Christians to help them find and support the causes that they care about, to troubleshoot and solve payment issues, and to help them make full use of their giving accounts so that their giving is a joy and blessing each month.

## The impact you will have in this role

Your experiences as a people manager and coach will help bring the best from our team of Giving Stewards, who deliver excellent customer service to the many thousands of Christians who trust us with their giving each year. You'll nurture this small team and help them strive for the highest standards of care and attention, manage fluctuating workloads, and be a calming point of escalation when things don't go to plan.

With the team operating at its best, and providing valuable insights and testing as we improve our online platforms, you'll be directly contributing to the giving of around £55m in 2022. You'll also help our Head of Giving to switch off during her maternity leave, knowing that the team she has assembled are being coached and supported in her absence.

# Welcome to Stewardship

Big or small. First or last. Given or received. We make every gift count.

We're a place where connection happens - where those called to give meet those called to go. A community of generous stewards uniting to use all God has given us to love Him, love one another, and love our neighbours as ourselves.

We help Christians give and we strengthen the causes they give to.

We call this **Active Generosity**.

## Our vision and values

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

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



**Generosity**



**Integrity**



**Relationship**



**Excellence**

For over 100 years, we've helped Christians, charities and churches activate generosity, resource their calling and make a difference in Jesus' name.

In 1906, Stewardship was created by a small group of Christians uniting to release generous gifts and financial support to Christian ministries in the UK and overseas. Among their number were professionals and philanthropists, chemists and church planters, factory workers and evangelists, with each giving as they were able.

Today, we help over 40,000 people live out their calling to be generous stewards, giving more than £100 million each year to over 4,500 churches, 2,500 Christian workers and 6,000 charities.

Our methods have changed, but our mission remains the same.

# Job detail

## Overview

**Title:** Giving Team Manager

**Reports to:** Chief Generosity Officer

**Direct reports:** Giving Stewards

Our giving team are expected to deliver the highest levels of service to those who choose to give with us, being the voice of Stewardship on the phones and by email, attending to our givers needs and helping them to give generously to the causes they care about.

Working with our Giving Performance Manager, you will provide additional support to the team while our Head of Giving is on maternity leave.

You'll take responsibility for line managing our customer service agents (Giving Stewards) and ensure that we continue to maintain standards of service, track and resolve issues for those wanting to manage giving themselves from our online accounts, and handle escalating queries for resolution.

Your care and coaching of our team, ownership of issues until resolution, and attention to detail will help us make every gift count.

# Main responsibilities

To include, but not limited to:

## Customer Service

- Regular monitoring of the customer service performance of the team, alongside the Giving Performance Manager; ensuring our customer service is kept to an excellent standard to over 30,000 givers. This includes regularly reviewing our internal SLA's and team targets, problem solving and regular contact with the core customer service team.
- Coaching and support to the customer service team, providing feedback on performance and acting as a point of escalation when issues emerge or problems can't be resolved as planned.

## People management and Coaching

- Line manage members of the Giving team; regular one to ones, quarterly reviews and objective setting, challenging and working through issues, and bringing out the best in them.
- Coaching and empowering a young team; you will be their main support and ensuring that target and KPI's are being met.
- Identifying training & development needs to improve the team skills and ultimately the customer service that we provide.

## Collaboration with our growth and technology teams

- Working with our internal teams in assisting in the growth and development of customer service products and software, such as Omni-channel contact management systems, to increase our output to givers and to enhance their overall giving experience.
- Connecting the giving service to our product development, ensuring new features, fixes and updates are accurately tested by our service teams before being made live, and feedback from customers is captured and fed back appropriately.
- Involvement in communication campaigns, reviewing outgoing communications and changes to existing communications, and working alongside the Giving Performance manager to determine opportunities.

## Team operations and budgets

- Closely monitor the service team expenses, alongside the Giving Performance Manager, and manage approval of invoices and other financial administration, as required.
- Other duties – as directed by the Chief Generosity Officer.

## 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 empower a team to deliver excellent levels of customer service
- You have lead a team and line managed effectively before, serving and coaching your people to be the best that they can be
- You must have excellent verbal and written communication skills and be able to communicate clearly and effectively to internal and external customers and team members.
- You will need to be able to develop a rapport quickly with internal and external 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 Stewardship, particularly to encourage generous giving, and a readiness to support and contribute to our goals to grow the total given each year.
- You must enjoy working as part of a team and also recognise individual responsibility to contribute to the performance and success of the team overall.
- You are passionate about improving and developing new products from the very beginning, to testing and gathering feedback, to completion all whilst working within a dedicated team who have the same goal

## Desired skills and experience

	Essential	Desirable
You will meet our Occupational Requirement to be a practicing Christian as an active member of a local church and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement.	✓	
Have the Right to Work in the UK (we do not offer sponsorship arrangements).	✓	
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.	✓	
You have worked in a customer service role and understand the importance of delivering excellent service by phone and/or email	✓	
You have held other line management roles, understand the responsibilities that this entails, and have proven to be effective in this calling.	✓	
You have led a Customer Service team		✓
You have experience using customer service software and Omnichannel service tools to improve the experience that customers receive		✓
You have a general understanding of the UK charity sector, have recent experience working/volunteering for a Christian charity, and understand the variety of ways gifts can be made in the UK (e.g. Gift Aid, Legacy giving).		✓
You have worked cross departmentally to push forward new ideas and products that benefit the organisation		✓



# Working for us

## **Q. What are the usual working hours?**

A. Stewardship's normal office hours are 9am to 5pm, Monday to Friday, but you may be required to work flexibly between 8am and 6pm in accordance with the needs of the organisation.

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## **Q. How much Annual Leave do you offer?**

A. All full-time employees receive 27 days Annual Leave, and 8 days bank holiday leave.

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## **Q. What are the pension arrangements?**

A. 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.

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## **Q. Is it possible to work from home?**

A. Yes, we are happy to offer flexibility for this role but would expect you to be able to work from our London office at least 1 day each week, or more if the needs of the team require it.

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## **Q. What staff benefits do you offer?**

A. Once probation has been passed, there are number of benefits available to staff:

- Subsidised exercise membership
  - Contribution to your charitable giving account
  - Long service awards
  - Participation in the Cycle to Work Scheme
  - Death in Service benefit
  - Option to join a Health Cash Plan
  - Interest-free season ticket loan
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# How to apply



## 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 and to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement, by:

- Active membership of local church congregation.
- Undergoing course of teaching or training in personal financial stewardship and giving/generosity or experiencing the benefits from personal discipleship in this area.
- An understanding of the faith aspects of the work of Christian charities, including the preparedness to pray with colleagues, where appropriate.



## How to apply for this position

You can apply online for this role at [www.stewardship.org.uk/jobs](http://www.stewardship.org.uk/jobs)

Please remember to also upload a copy of your C.V. along with a covering letter that demonstrates what you would bring to this role, to Stewardship and how you fulfil the Occupational Requirement.



## Contact us

For any questions or to arrange an informal conversation about this role, please contact Kofo Abidemi, our People, Culture & Place Administrator, on:

Telephone: 020 8502 5600 extension 307

Email: [careers@stewardship.org.uk](mailto:careers@stewardship.org.uk)

### Stewardship

1 Lamb's Passage, London EC1Y 8AB

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