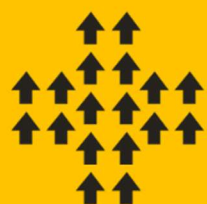


# Customer Operations Executive

Role Description and Recruitment Pack



# Contents

- Contents..... 2
- Role overview..... 3
  - Why this position is important to us..... 3
  - The impact you will have in this role..... 3
- Welcome to Stewardship ..... 4
  - Our vision, mission and values..... 4
- Job detail..... 5
  - Main responsibilities..... 5
  - It’s all about you... ..... 6
- Desired skills and experience ..... 7
- Working for Stewardship ..... 8
- How to apply for this role ..... 9

## Role overview

<b>Title:</b>	Customer Operations Executive
<b>Hours:</b>	35 hours per week
<b>Contract:</b>	Permanent
<b>Location:</b>	1 Lamb's Passage, London, EC1Y 8AB There is some flexibility to work remotely, although you must be able to work in the office at least one day per week, or as the organisation requires.
<b>Reports to:</b>	Customer Operations Team Leader
<b>Salary:</b>	£31,000 per annum
<b>Closing Date:</b>	9am on 12 <sup>th</sup> December 2024 Interviews week beginning 16 <sup>th</sup> December 2024

## Why this position is important to us

This is an exciting role in a newly formed team dedicated to raising the bar of operational excellence at Stewardship. You will play a crucial role in bringing exceptional operational efficiency across various Stewardship platforms, enhancing customer satisfaction by providing Stewardship givers and partners with seamless, impactful services that bring our mission to life.

Generosity should be joyful, and yet it can often feel burdensome because of the necessary administration that surrounds financial giving. By working hard to complete and streamline essential processes for our customers, you will be helping to release more joyful generosity in the UK Church and beyond.

## The impact you will have in this role

Through vital processes, checks and administration, you will be serving generous Christian givers and the highly impactful churches, mission workers and charities which they support. Your work will equip, encourage and support our givers and ministry partners to become faithful, active stewards – transforming hearts and helping hands to steward responsibly and faithfully all that they give and receive.

## Welcome to Stewardship

Stewardship serves Christian donors, workers, charities and churches in the UK and beyond called to faithfully steward their personal, professional or ministry resources for God's glory.

Founded over a century ago by a small group of Christians who partnered to facilitate financial support for Christian ministries, today we help over 30,000 people experience the joy of generosity, giving more than £100 million each year in support of over 6,000 charities, 4,000 churches and 2,000 Christian workers.

## Our vision, mission and values

Our vision is to a thriving Kingdom economy where God's people steward resources generously to advance the Gospel. We help Christians be the best stewards of the resources God gives them.

Our four core values underpin all the work we do at Stewardship:



# Job detail

## Main responsibilities

To include, but not limited to:

### Financial & Gift Administration

- Ensure that bank, BACS and foreign transfer payments to partners are made in an accurate, secure and timely manner.
- Processes any corrections or refunds, working with the Finance Team to resolve any customer issues as quickly as possible.
- Handle all cheque and voucher giving in an accurate and timely manner.

### Internal & Customer Processes

- Take ownership of the day-to-day operations of Stewardship's primary platforms, executing processes in a timely manner to ensure exceptional service delivery for our customers.
- Improve productivity by refining processes where needed, demonstrating a high degree of knowledge of all Stewardship's products and services.
- Manage and streamline the onboarding paperwork for new customers, ensuring all documentation is accurate and complete.

### Compliance & Due Diligence

- Complete routine compliance checks in an accurate and timely manner to ensure adherence to company policies and regulatory requirements.
- Adhere to our policies regarding Gift Aid, anti-money laundering and fraud, safeguarding vulnerable donors and identifying higher risk transactions.

### Customer Support

- Provide exceptional support to customers by addressing inquiries and resolving issues in a timely manner.
- Display our values in every interaction with customers, ensuring their needs are met with outstanding service throughout their journey with Stewardship.

### Collaboration

- Work closely with Customer Service Team and specialist service delivery teams, to aid service, efficiency and strategic initiatives for growth.
- Collaborate with our Product Team to highlight areas for improvement and support the roll out of any new product and features, ensuring that changes are tested and customer-facing teams are ready for releases.

## 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 should be:

- Adept at problem solving, using your creativity to find solutions.
- Willing to learn and adapt in your work, with an appetite for trying new things.
- An effective communicator, with good written and oral communication skills.
- A team player who can collaborate across a variety of teams.
- A motivated self-starter who uses their initiative to serve their colleagues and customers.
- A practising 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.

# Desired skills and experience

Skills and experience	Essential	Desirable
You have at least 5 GCSE's (or equivalent) at grade 4 or C or above, to include English and Maths.	✓	
You have outstanding administrative and communication skills, with experience of working in an administratively heavy role.	✓	
You have passion for customer service, with previous experience of working in a customer-facing role.	✓	
You have a desire to solve problems and maximise efficiency for your team and your customers.	✓	
You have excellent time-management skills, being able to work well under pressure and prioritise tasks under rapidly changing circumstances.	✓	
You have strong IT skills, with a good working knowledge of all core Microsoft 365 applications.	✓	
You have an eye for detail and a passion for excellence in your work.	✓	
You have a flexible and resilience approach to work, with a confidence to handle shifting priorities in your daily tasks.	✓	
You have a general understanding of the UK charity sector including compliance and legal aspects around Gift Aid, GDPR, anti-money laundering and safeguarding.		✓
You have experience of using Customer Relationship Management (CRM) tools.		✓
You have knowledge of digital giving tools and the UK marketplace's popular platforms.		✓
You understand motivations for Christian generosity and challenges that may be commonplace within the UK Church.		✓
You have the Right to Work in the UK (we do not offer sponsorship arrangements).	✓	
You will meet our Occupational Requirement to be a practising 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.	✓	

# Working for Stewardship

## 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.

---

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

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

---

## 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.

---

## 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 in our London office for a minimum of 1 day per week.

---

## Q. What staff benefits do you offer?

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

- Subsidised exercise membership
  - Hybrid and flexible working options
  - Contribution to your charitable giving account
  - Generous leave allowances
  - Long service awards
  - Participation in the Cycle to Work Scheme
  - Death in Service benefit (4x annual salary)
  - Option to join a Health Cash Plan
  - Interest-free season ticket loan
- 





# How to apply for this role



## 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.
- 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/about-us/careers](http://www.stewardship.org.uk/about-us/careers)

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 Joan Gray, 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

020 8502 5600

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

[stewardship.org.uk](http://stewardship.org.uk)

---

Stewardship is the operating name of Stewardship Services (UKET) Limited, a registered charity no. 234714, registered in England & Wales, and a company limited by guarantee no. 90305, registered in England & Wales.  
© Stewardship 2021