

Customer Service Executive

Role Description and Recruitment Pack



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Role overview

Title:	Customer Service Executive
Hours:	35 hours per week.
Contract:	Permanent
Location:	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 two days per week, or as the organisation requires.
Reports to:	Customer Service Team Leader
Salary:	£31,000 per annum
Closing Date:	9am on 12 th December 2024 Interviews week beginning 16 th December 2024

Why this position is important to us

This is a key role within a new team dedicated to delivering outstanding customer service. You will be the first point of contact for all of Stewardship's customers, especially those using our giving platform. In this role, your customer service expertise will shine as you understand client needs, assist with a diverse range of enquiries, and resolve issues promptly to deliver an exceptional and joyful experience for every customer that brings our mission and values to life.

We're looking for a warm, customer-focused individual who is passionate about delivering great service, creating meaningful connection with Stewardship's customers and prospective customers, and helping those we serve be the best stewards of the resources God gives them.

The impact you will have in this role

You'll be helping to make giving with Stewardship transformational, through building relationships with some regular customers as well as providing one-off support for others. You will engage the whole breadth of our customers, from those working in churches and charities, to individuals seeking to give generously or raise their own ministry support, all of them need our support to steward the resources God has given them.

Through taking phone calls, answering emails, and helping our customers with whatever they need, 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

- **Deliver exceptional customer service.** Provide compassionate, knowledgeable service to all Stewardship customers, in line with our values. Act as the first point of contact to ensure that all enquiries are handled efficiently and with excellence. Build loyalty and trust through every interaction to ensure they feel valued and well-supported.
- **Manage incoming enquiries.** Efficiently respond to customer contact across all communication channels. Promptly address issues, provide solutions, and when necessary, connect customers with relevant specialist teams to ensure their needs are fully met.
- **Engage holistically with customers.** Identify and understand unique customer needs and respond thoughtfully, actively engaging with each customer to foster a strong relationship with Stewardship, and ensure they understand mission, vision and values, and can make full use of our suite of services.
- **Learn about everything we do and share it with others.** Participate in ongoing training and actively seek learning opportunities to stay updated on changes to Stewardship's products and services. Together with your Team Leaders, set an example of service excellence.
- **Add the sparkle.** Participate in initiatives aimed at deepening customer relationships and demonstrating our values in meaningful ways, such as follow-up calls after major transactions or milestone achievements on the giving platform. Help design and test simple micro-interactions to foster a sense of community and partnership with Stewardship.
- **Represent the voice of the customer.** Capture and share feedback from customers by relaying common issues or requested features to the Product or Service delivery teams. Actively contribute to the successful launch of new products, features or services by engaging with customers and identifying potential areas for refinement.
- **Ensure compliance and data accuracy.** Meticulously follow all compliance requirements when serving customers, including those related to Gift Aid, anti-money laundering, and fraud prevention, as well as safeguarding policies for vulnerable donors.
- **Collaborate across teams for optimal service.** Work closely with the Customer Operations and specialist service teams to improve customer experiences, service efficiency and to support strategic growth initiatives.
- **Work to defined performance metrics.** Work to defined targets of customer service, engagement and satisfaction, as directed by the Head of Customer Service.
- **Uphold Stewardship's faith-driven values.** Consistently demonstrate Stewardship's values in every customer interaction, embodying a commitment to Kingdom impact through outstanding, faith-driven service. Act as an ambassador for the organization's mission and values in all communications.

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.

- Excellent administrative skills.
- A motivated self-starter, able to work independently and prioritise tasks.
- You should be comfortable working under pressure to challenging deadlines, able to adapt to rapidly changing situations and workloads, be well organised and able to multi-task.
- Ability to organise own time to ensure tasks are completed.
- Good written and oral communication skills are key.
- Ability to manage the planning and accurate minute-taking for multiple meetings.
- IT literate with a good working knowledge of all Microsoft Office products.
- An eye for detail to ensure records are accurate.
- Flexible and resilient approach to shifting priorities.
- You should be a motivated self-starter, able to work independently, and prioritising tasks. You should be comfortable working under pressure to challenging deadlines, able to adapt to rapidly changing situations and workloads, be well organised and able to multi-task.
- You will be 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 excellent administrative and co-ordinating skills and attention to detail.	✓	
You have good IT skills and an aptitude for learning to use new software, including customer service software and omnichannel service tools.	✓	
You have a good working knowledge of all core Microsoft 365 applications.	✓	
You understand the importance of delivering excellent customer service by phone and by email, sharing customer feedback and being the 'voice of the customer'.	✓	
You have good interpersonal skills.	✓	
You have a valid basic DBS certificate or would be prepared to undertake a basic DBS check.	✓	
You have excellent time-management skills, being able to work well under pressure and prioritise tasks under rapidly changing circumstances.	✓	
You have previous experience in a customer service role.		✓
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 customer service software such as CRM (Customer Relationship Management) tools.		✓
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 2 days each 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
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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

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

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