

Customer Service Executive Church & Charity Team

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 and values..... 4
- Job detail..... 5
 - Overview..... 5
 - Main responsibilities..... 5
 - It’s all about you... .. 6
- Desired skills and experience 7
- Working for us 8
- How to apply..... 9

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, in parallel with regular in-office working in accordance with the needs of the organisation.
Salary:	£23-24k p.a. depending on skills and experience
Closing Date:	Monday 6th June, 9am

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 technology orientated ministry with a big ambition to release over £250m of giving to the Church, every year, by 2025.

We currently serve over 10,000 church and charity partners, seeking to better resource their mission and ministry. We want to deliver the best service we can to our partners to help them fundraise effectively and develop their financial supporter base.

The impact you will have in this role

You will be directly supporting our churches and charities as they receive funds from our community of generous givers. Your focus will be on providing excellent customer service to new and existing Partner Account holders, helping them to resource their mission and ministry.

This role aims to strengthen our relationships with churches and charities, by meeting their immediate needs and helping us improve our products for the future. It will be a vital building block for more proactive engagement and deeper partnership with our customers, during an exciting season of innovation.

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: Customer Service Executive

Reports to: Church & Charity Team Leader

With increasing capabilities and a transformative strategy in place, we are looking for a Customer Service Executive to help deliver the highest levels of customer service to those churches and charities who choose to receive gifts with us.

Working alongside the rest of the Church and Charity Team, you'll be the voice of Stewardship on the phones and by email, attending to our partners needs and helping them to resource their mission and ministry as best as they can.

Your care, ability to solve problems, and attention to detail will help us to make every gift count.

Main responsibilities

To include, but not limited to:

- Customer service
 - Delivering high-level customer service to our Partner Account holders to help them better resource their charitable work, by phone, email, and other channels.
- Administration
 - Completing various administrative tasks – from handling account applications to processing BACS payments – in a timely and accurate manner.
- Pro-active communication
 - Engaging new and existing clients to gauge their understanding and satisfaction with the Partner Account and guiding them in how to make the most of our services for churches and charities.
- Online support
 - Helping customers to make the most of their account online, by enriching their partner profile, creating appeals, accessing reports, and more.

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 deliver excellent levels of customer service in a timely and professional manner.
- You will have an eye for detail and high capacity for juggling administrative tasks.
- You are often described as a “people-person” and have an ability to quickly build a rapport with others.
- You have a friendly manner and will be able to engage positively with a wide range of customers. You are patient with customers and have a talent for explaining things in a calm, reassuring, straightforward way.
- You thrive within a collaborative environment and take on responsibility to contribute to the performance and success of the team. As well as being a team-player, you work well independently, prioritising tasks. You can adapt to rapidly changing situations and workloads and are a confident multi-tasker.
- You have a heart to use all your skills to bless local churches and Christian charities, and thereby better resource the Kingdom. You understand Christian generosity, and desire to see Christian causes flourish.

Desired skills and experience

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.	✓	
You must have the Right to Work in the UK (we do not offer sponsorship arrangements).	✓	
You have worked in a customer service role and understand the importance of delivering excellent service.	✓	
You must have excellent communication skills, both oral and written, and be able to communicate clearly and effectively in written correspondence.	✓	
You should also have good numeracy skills and be at ease working with numbers. You will feel confident using and explaining basic calculations.	✓	
You have excellent administration skills and diligence in the details of your work.	✓	
You must enjoy working as part of a team and recognise individual responsibility to contribute to the performance and success of the team. You are an enthusiastic person who is willing to help others.	✓	
You should have good IT skills, including the ability to use Microsoft Outlook, Word and Excel to an intermediate level.	✓	
You have worked in a role providing customer support by phone and/or email.		✓
You have experience of financial administration or fundraising for a church or charity.		✓
You have experience of using an online giving platform from a fundraising perspective.		✓
You have experience of using Salesforce, Pardot or other CRM systems.		✓

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.

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. There is some flexibility to work from home, in parallel with regular in-office working in accordance with the needs of the organisation.

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
-



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/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 Angelica Brooks, People, Culture & Place Administrator, on:

Telephone: 020 8502 5600, Extension 307

Email: careers@stewardship.org.uk

Stewardship

1 Lamb's Passage, London EC1Y 8AB

020 8502 5600

enquiries@stewardship.org.uk

stewardship.org.uk