



THE SUNDAY TIMES
BEST NOT-FOR-PROFIT
TO WORK FOR 2018

Job Specification

Income Processor
(Partnerships Team)
Full-Time 2019



‘The Message is a fantastic place to work. I get to be part of a global mission, a supportive community, and grow under a group of inspirational leaders.’

Ruth, Central Support

For the last quarter of a century, we’ve been leading the way in reaching the hardest-to-reach with the life-transforming gospel of Jesus Christ. The Message Trust was founded in 1992 by Andy Hawthorne, a passionate evangelist who was awarded an OBE in 2011 for services to young people.

At the heart of our operation is our staff team – dedicated followers of Jesus who have seen transformation in their own lives and who are passionate about seeing other lives impacted by an encounter with Christ that leads to a lifestyle of discipleship.

In 2018 we were named the **Best Not-For-Profit Organisation To Work For in the UK** by the Sunday Times Best Companies survey, based on responses submitted by our staff. We’re proud to know that we’re not only making a difference in the lives of the people we reach through our work, but that we’re making a difference to our employees lives too by being an outstanding working environment.

At the heart of our staff culture is a regular rhythm of passionate prayer. We spend at least half an hour every day seeking God and listening to his voice. Working here means you’ll have room to grow, not just professionally, but spiritually too.

By joining the Message team, you’ll be joining a family – united in one vision to see lives changed for the better.

Find out more at message.org.uk.



Our staff team in 2018



Prayer & worship are at the heart of our staff rhythm



Message CEO and Founder Andy Hawthorne

Job Specification

Job Title: Income Processor

Department: (Partnerships Team)

Location: Message HQ, Manchester

Hours: Full Time

Salary: :A4

Start date: TBC

Responsible to: Team Leader / Executive Assistant

Summary of role:

- Ensure that all donations are quickly and efficiently processed
- Ensure donors are thanked in a timely fashion
- Maintain donor relationships
- Producing Partnerships monthly and annual reports

Specific duties and responsibilities

Gift Processing

- Manage direct debits from donors and the bank, receipting appropriately
- Manage standing orders from donors and the bank, receipting appropriately
- Manage gift aid declarations
- Manage one-off gifts and receipt appropriately
- Manage online giving

Reporting and Analytics

- Manage producing monthly reports on all income fundraising
- Manage producing monthly reports on departmental fundraising
- Manage the ongoing development and refining of report systems
- Analysing areas of administrative growth and development for the Partnerships team

Supporting Fundraising Activities

- Support other roles within Partnerships department as required
- Maintain accuracy of supporter information on our supporter database keeping up to date with latest database changes and influence on our data
- Process event bookings including bookings, processing payments, confirmation emails/ticket mail outs, making calls when required, setting up events on the system
- Set up the supporter database to ensure efficiency through building canvasser relationships, creating appropriate appeal codes, adding constituents and checking/requesting gift aid declarations
- Provide administrative support as required within the Partnerships team

Other Expectations

- To uphold and promote the ministry's core ethos, values and policies. Ensure that the spirit of these policies is followed throughout the ministry
- The attendance at prayer days in Message HQ on a monthly basis
- Regular meetings with team leader
- All staff are expected to raise regular financial support for the ministry
- Identify potential funding sources and actively seek contributions to the ministry from friends, family members and your local church
- All Message staff are set a personal fundraising target. We ask that the successful applicant has a minimum of £75 per month of regular financial support before commencing employment, increasing to £125 per month by the end of the three-month probation period and aims to add one supporter a month after that. Training and support will be given to help you achieve this. Staff are also expected to organise and take part in, at least one fundraising or other sponsored event annually.
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- Undertake any other duties appropriate to this level of post as requested, covering the duties of other Partnerships Team members as necessary
- Actively seek to recruit and retain new Message donors through personal networking

Essential Skills and Experience

Essential

- Computer literate, especially in MS Office suite (Word, Excel, Powerpoint)
- Confident in the handling of cash and able to record financial information accurately
- Ability to work in partnership with others
- Ability to present written work efficiently & communicate effectively
- Ability to manage large and diverse workloads
- Applicants should be able to articulate a clear vision for their role within the work of The Message, particularly with reference to their ability to function within the framework of its Mission, Vision, Ethos and Values.
*Full copies of our Mission & Vision statement and our Ethos & Values statement are available on request or can be viewed online at www.message.org.uk.

Desirable

- Experience in an Administrative role
- Experience with CRM databases

Notes

This job description is not exhaustive and amendments and additions may be required in line with future organisational changes.

It is an occupational requirement that the post-holder must be a committed Christian who believes in the Lordship of Christ and the authority of scripture, and who wants to see the Christian message communicated effectively to young people.

Working for The Message Trust

The Message Trust exists to share the good news about Jesus Christ boldly with young people, primarily in urban areas. Working in schools, in local communities and in prisons, The Message is in regular contact with around 100,000 young people each year across the UK and now internationally in South Africa, Canada and Germany from our base in Manchester.

Our objectives are expressed in the following ways:

- Producing quality Christian music and educational resources. Live music bands, printed materials, the internet and multimedia are all used to communicate the gospel to young people in ways that are relevant to today's youth culture and perspectives.
- Community-based Eden teams advancing the work of The Message through partnerships with local churches. Our goal is to see Eden teams with full-time and volunteer youth and community workers established in the most deprived neighbourhoods of the UK, positively impacting the people in those areas irrespective of religion, colour or background.
- Working in prisons and young offender institutions, sharing the gospel with inmates and offering discipleship programmes. After release, we offer supported housing in a Christian environment and employment through our enterprise initiatives.
- Inspiring and training church leaders and youth groups to be effective in reaching and communicating the Christian gospel to young people. Our goal is to produce discipleship materials, evangelism training courses and to inspire people to get involved with their neighbourhoods, through social action and evangelistic outreaches.
- Partnering with local churches, local authorities, schools, the police and other agencies to provide new opportunities and positive experiences for disadvantaged, deprived and marginalised young people across the UK.

Ethos & Values

Making A Difference

The Message Trust's work is underpinned by a clear definition of its Ethos and Values, which affirms the Christian origins of the Trust and its ongoing day-to-day working principles. A Statement of ethos and values is in place (see below) to demonstrate how the Christian Faith energises the organisation's work and sustains its culture, galvanising its long-term cohesion. The Trustee, Executive, Management and Outreach posts within the organisation have been recognised as carrying a Genuine Occupational Requirement. This is to ensure that the organisation's distinctive Christian basis is sustained. This is important given the extensive nature of the organisation's Christian charitable donor base which provides the basis for the financial viability of the work. The Message Trust is an inclusive Christian organisation, working with and supporting people from all sections of the community. In particular the Statement explains how organisations and individual people from all faiths or no faith can identify with and benefit from the services and support that the organisation provides.

We maintain the Trust's Christian ethos which is founded on a belief in God the Father as Creator, Jesus Christ the Son of God the Redeemer, and The Holy Spirit, the Enabler and third person of the Trinity. The Trust also affirms that the practical application of the Christian faith in accordance with the Bible should be expressed in daily work and living. As a Christian

organisation working with and supporting people from all sections of the community, we recognise the need to set out our values. These are clearly drawn from our Christian faith and our aim is that all our staff, volunteers, clients, service users, charitable funders and business partners should be able to identify with the benefits of the organisation's work and ethos.

People

We seek to empower staff to meet the needs and expectations of our clients and other service users as well as the requirements of the organisation overall. We will support staff through a comprehensive induction and training programme, backed up by strong supervision. The Message seeks to establish a culture that encourages teamwork, rewards creativity and innovation, and welcomes imaginative suggestions. Key attributes that The Message seeks in all its staff members and volunteers include valuing one another, honesty and integrity, the importance of the individual, respecting differences, a profound compassion, and working in an inclusive, non-discriminatory and non-judgemental way.

Partnership

We expect all staff to work together to achieve the aims and objectives of the organisation. To achieve this, staff will act as team players in supporting one another, recognising that more is achieved through harmony. We acknowledge and value contributions to our operation arising from the diversity of staff who join the organisation, and actively look to promote links and partnerships between the Trust and other service providers, local communities and agencies. To ensure all staff work as team players, we seek to create an environment where openness, trust and support of one another is expected. Our formal supervision policies place this expectation on all staff.

Performance

Our philosophy is to recognise the dignity and diversity of our clients and service users, to respect their independence, and to work with them to help meet their needs. Our staff will create an environment where our clients and service users are encouraged to take control of their lives and have the ability to exercise choice wherever possible. We will provide a high quality framework for our work, which sets out guidance and expectations. All staff and volunteers will accept their responsibility and accountability to treat clients and service users as they would wish to be treated, and challenge any practice that does not meet this standard at all times. Respect for the individual's freedom of choice will be paramount at all times. By working together, we aim to be recognised for "services of excellence" which offer proven choice, added value, and individually tailored support. We will value and recognise the importance of every individual helping to achieve this goal.

Confidentiality

Any information relating to people contacted by the Trust acquired in the course of duty must be treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of staff.

Any information relating to staff acquired in the course of duty must be treated in the strictest confidence and must be discussed only with senior staff members or with the line manager.

Note

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