



SPONSORSHIP CO-ORDINATOR

JOB DESCRIPTION AND PERSON SPECIFICATION

About Stand by Me

Stand by Me is a Christian charity that was established in 1995 to care for 60 orphans in Lebanon. From those humble beginnings we have rescued over 10,000 kids across 11 countries. We're delighted that we have become big enough to offer transformative child-centred care to thousands of kids but we're also proud that we remain small enough to care deeply about every single child. The children we rescue come from complex backgrounds and key to our success has always been to treat each child individually and to recognise their need for unconditional love. We are committed to standing by them for the long term to ensure they receive the support, love and attention they need to thrive.

Individual child sponsorships are the backbone of the work of Stand by Me, and this role presents an exciting opportunity to be the link between our sponsors in the UK with the children they support at our projects around the world.

Stand by Me are excited to welcome applications from people who are passionate and highly motivated to join our staff team as we seek to continue to provide the best level of care to some of the world's poorest children. We are looking for someone who is proactive with excellent organisational and time management skills to manage their busy workload. The successful candidate must exhibit outstanding attention to detail and computer skills as they will regularly need to accurately update our database, website and documentation. They must also have an ability to write creative updates which inspire our supporters to see the impact their support is making to the children in our care and conveys Stand by Me's motivation to care for children as Jesus would.

The role will involve inspiring churches and individual Christians to pray for and participate in the work of Stand by Me as they demonstrate God's heart for the poor and as such there is a genuine requirement that the Sponsorship Co-ordinator be a practicing Christian.

Those individuals interested in applying for this post should submit a Cover Letter (not exceeding 500 words) highlighting how your current experience makes you a suitable candidate, your CV and the enclosed Application Form.

Applications should be submitted via email to:
esther@standby.me

or marked confidential and submitted by post to:
FAO Esther Dean
Stand by Me
630 Upper Brentwood Road
Romford
Essex
RM2 6HS

Applications must be received no later than 7th March 2021.

Applications received after the deadline will not be considered.



We rescue children, then we do whatever it takes to provide the care, love and attention they need to thrive.

Contract

35 hours per week
Full-time permanent position
(subject to passing probationary period)

Salary

£23,000 - £25,000 negotiable

Team

Sponsorship Department

Location

Stand by Me Head Office
Romford, Essex

Responsible to

Sponsorship Manager



Job Description

Administration

- Update internal database records and public website
- Process new sponsorship requests from supporters, matching them with a child to support and updating them each step of the way
- Produce 'child packs' to send to sponsors (both e-packs and physical printed copies)
- Review and edit annual progress reports for individual children in our care.
- Manage the contact of sponsors for unpaid subscriptions
- Ensure country fact files are updated as needed

General duties related to the role

- Provide administrative support to Sponsorship Manager.
- Represent Stand by Me at Christian conferences, church groups and other events, inspiring Christians to demonstrate God's heart for the poor by participating in the work of Stand by Me.
- As part of the Stand by Me staff team attend and participate in weekly devotions to pray for the work of Stand by Me and wider issues.
- Assist with Stand by Me's efforts to obtain more sponsors
- Any other duties that the Sponsorship Manager considers necessary or appropriate.

Additional Information

- This post will have a requirement to work occasional evenings and weekends.
- The role may also involve an occasional short-term international trip (up to 2 weeks in duration) to visit our project sites. You will be expected to provide basic training to overseas staff on child sponsorship matters, pray with and pastorally support staff, and lead bible-based activities with the children.

Communication

- Respond to supporter queries received by phone, email, post and social media promptly and professionally
- Pray with sponsors by phone for their sponsored child's needs when requested
- Write up our children's stories to be informative, accurate, and engaging for publication on our website and printed packs, ensuring safeguarding measures are complied with at all times
- Use database exports, mail merge and emailing tools to ensure correspondence personalisation and scheduling
- Proactively contact individual sponsors to provide specific updates on the children they support
- Assist with the distribution of gifts and correspondence between sponsors and the children they support
- Assist with the organisation and management of bulk mailings
- Correspond via email and video calls with overseas staff to obtain information about sponsored children and process these updates promptly
- In accordance with the office schedule, request news and photos from each programme and update staff members and supporters where necessary
- Select and format stories for web articles, social media and newsletters, writing creatively and in the charity style
- In accordance with the annual schedule, write programme newsletters to engagingly and creatively communicate the developments, activities and prayer requests for each of the programmes



Person specification - Sponsorship Co-ordinator

Stand by Me are committed to rescuing children then doing whatever it takes to provide the care, love and attention they need to thrive and welcome applications from all applicants who meet the essential criteria for the role of Sponsorship Co-ordinator.

Responsible to	Sponsorship Manager
Salary grade	Negotiable between £23,000 - £25,000
Hours	9am – 5pm inclusive Occasional evening and weekend work
Location	Based at Stand by Me Essex office with opportunity to make short term trips overseas

	Essential Criteria	Desirable Criteria	Measured by
Education and Qualifications	3 or more A-Level qualifications grade C or higher (or equivalent) GCSE C grade or higher (or equivalent) in English and Maths	Degree level qualification Full UK driving license	CV and Certificates
Experience	Previous experience in an administrative role Previous experience in a customer-facing role Demonstrable ability to work as part of a wider team to achieve common goals Knowledge and understanding of the work of Stand by Me around the world	Previous experience of writing customer-facing copy on behalf of an organisation Previous experience of utilising social media on behalf of an organisation Previous experience of volunteering/working within a Christian charity	CV Interview
Skills and Abilities	Excellent attention to detail Excellent writing skills with an ability to confidently and engagingly turn information into engaging narrative in the charity style Fully fluent English language communication skills, both written and oral	Initiative, creativity and good forward thinking	CV Interview

England Office
630 Upper Brentwood Road,
Romford, Essex, RM2 6HS
Tel: 01708 442271

Ireland Office
16 West Street, Carrickfergus,
Co. Antrim, BT38 7AR
Tel: 028 9335 0009

 [fb.com/www.standby.me](https://www.facebook.com/standby.me)
 [@standbyme_hq](https://twitter.com/standbyme_hq)
 [@standbymeHQ](https://www.instagram.com/standbymeHQ)
Registered Charity No. 1185124

www.standby.me

<p>Skills and Abilities (continued)</p>	<p>Effective time management and ability to manage numerous tasks simultaneously Ability to use own initiative, plan & prioritise while working both individually and in a team environment</p> <p>Has a good knowledge of Microsoft Office software and competent to learn new software</p>		
<p>Personal Qualities</p>	<p>A confident, dynamic and proactive advocate of Stand by Me</p> <p>Friendly and approachable in one-to-one and group settings</p> <p>Able to attend and participate in devotions and group meetings, leading prayers for the work of Stand by Me and wider issues</p> <p>Commitment to, passion for and belief in the organisation's aims</p> <p>Be in sympathy with and support of the ethos of the Stand by Me mission statement and Statement of Faith</p>		<p>CV</p> <p>Interview</p>