



**National Development Phone Team
TLG National Support Centre, Bradford**

THE SUNDAY TIMES
100
BEST NOT-FOR-PROFIT
ORGANISATIONS
TO WORK FOR
2019



Introducing TLG...

Transforming Lives for Good (TLG) is a national charity that helps churches to bring hope and a future for struggling children. That means getting alongside struggling children, providing practical support in and out of school and connecting with home to bring hope and a future.

All over the UK, children are struggling in school for all kinds of reasons and many families are suffering without hope. Nationally, the latest statistics show that:

- Children living in poverty are 4 times more likely to get a permanent exclusion from school
- More than two thirds of the current prison population were excluded from school
- One in six 16-24 year old 'NEETs' (those not in Education, Employment or Training) die within ten years of falling out of the system
- 1.5 million children are entitled to free school meals in the UK

But there is hope.

It comes through the local church making a real difference in their community. TLG is passionate about bringing a practical approach that goes way beyond education and works to build strong connections between local churches, families and schools. At TLG, we have a big vision to make the difference in as many children and families lives as possible. We are transforming lives for good!

Culture and Values

At TLG, our work is our vocation, giving us a rich sense of purpose. We also believe work can be a great experience and enable people to grow into their full potential. In fact, we are recognised nationally as an exceptional place to work. In 2019, we were named the best charity to work for in the UK by the prestigious Sunday Times Best Organisations to Work for.

This special award highlights all the positives about working at TLG! We love to look after our team and here are some of the great benefits we offer:

- Fun team times away
- Retreat days for staff
- Generous holidays and flexible working arrangements
- Above and beyond recognition for high-performing staff
- Support for staff with counselling and coaching
- Contributions towards training and professional qualifications

Our Values

Holding to these values is vital in the busy context of our rapid growth – doubling in income and impact over the last four years and with a goal of doubling again in the next 5 years.

- Greater Transformation
Relentlessly focussed on the main thing (TLG's mission and vision), energised by the challenge, and deliberately missional.
- Relational Leadership
Bringing out the 'gold' in others, 'leaning in' when it's relationally tough, and humble yet courageous
- Local Church
Celebrating the Church, grace and patience in partnership, and rooted in the local church community
- Excellence Every Day
Joyfully exceeding expectations, learning from failure, and knowing uncertainty doesn't throw us
- Vibrant Faith
Nurturing our own walk with God, following Jesus together even when it's tough, and realising work is mission – so much more than a job





Job Description

- Location:** TLG National Support Centre, Bradford
- Salary:** £8.91 per hour
- Hours:** Flexible hours available (dependent on availability across our phone team times, which are: Tuesdays & Thursday 4-8pm). Ideally 2 nights a week 4-8pm. but will consider less hours.
- Reporting To:** Supporter Development Project Manager

Organisation and Role Context

The Supporter Development team is passionate about developing the UK-wide reach and support of TLG. We exist because of the partnership with our incredible supporters and volunteers throughout the UK. This exciting, growing team is dedicated to further inspiring and building relationships with supporters so that together we can have a greater impact on struggling children and their families.

This role involves phoning existing and potential supporters to inspire them about the life transforming work of TLG. With excellent communication skills, the post holder will be responsible for connecting with supporters about a range of opportunities for them to engage with, and increase, their support of the charity. This team also has a strong focus on updating supporter contact information, so a keen eye for detail is necessary.

The post holder will be warm, friendly, driven, passionate, have great IT skills, be a strong communicator and must share a strong desire to see the lives of more children and families impacted by the local church throughout the UK!

Job Tasks

Supporter Care:

- **Phone supporters to thank them and collect their contact preference for GDPR legislation.**
- **Amend supporter details on database to reflect their contact preferences.**
- **Respond to supporter queries via phone, email and post, and point them in the direction of another team to maximise their support. Attend, fully participate in and, on occasions, lead daily Christian devotionals and times of worship for the staff team.**

Telephone Fundraising:

- **Phone supporters with the aim of gaining new Hope Givers, increasing existing donations and inviting them to TLG fundraising dinners and events.**
- **Inspire supporters to join with TLG through our volunteer opportunities and other opportunities to get involved in the work of TLG.**
- **Measurable outputs include: number of calls placed; number of supporters updating personal details; number of new and increased Hope Givers (our monthly giving program); and number of one-off donations.**

Other:

- **Participate in and promote residential trips, involving children from the programmes that TLG are a part of. This includes Faith Residential trips, where young people have an opportunity to explore the Christian faith for themselves.**
- **Be prepared and willing to represent TLG at external events, including Christian exhibitions and festivals, church talks, etc.**
- **Actively promote TLG's regular giving scheme and recruit a number of individuals to become regular 'Hope Givers'.**
- **Attend TLG's Staff Conference three times a year. This includes active participation in corporate Christian prayer and worship and the opportunity to share faith testimonies of young people involved in TLG's programmes.**

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• Good general standard of education including as a minimum English and Mathematics GCSE at grade A*-C or equivalent.	<ul style="list-style-type: none">• Microsoft Office training /qualifications
Skills and Knowledge	<ul style="list-style-type: none">• Excellent social and relationship building skills• Highly driven, proactive and upbeat• Excellent, efficient administrative ability.• Highly organised• Persuasive and passionate• Ability to work accurately and with high attention to detail• Ability to 'close the deal' and lead others• Confident communicator	<ul style="list-style-type: none">• Creative problem solver• Proven networker/influencer• Sales skills

Experience	<ul style="list-style-type: none"> • Customer service experience • Experience of accurate record keeping, both paper-based and electronic • Working knowledge of Microsoft Office applications 	<ul style="list-style-type: none"> • Experience of influencing others toward a goal or specific outcome • Experience of using and maintaining database systems • Sales/recruitment experience
Christian Lifestyle	<ul style="list-style-type: none"> • Commitment to actively pursue ongoing spiritual development of themselves and colleagues within the life of a local church in order to enhance the contribution to TLG. • Attend and participate fully in devotions, prayer meetings and staff conferences to enhance the spiritual relationships within the team. • Able to work sensitively with those of different cultures and faiths whilst having their own strong and vibrant Christian faith and commitment to Equal Opportunities. • To be an active part of a church family. 	
Additional	<ul style="list-style-type: none"> • Play an active part in promoting the work of TLG including the recruitment of individual regular donors through TLG Hope Giver scheme • Complete an enhanced DBS check prior to employment, which reveals no reason for the applicant being unsuitable to work with young people • Provide 3 referees – at least one referee needs to represent Christian commitment. References will be taken up after shortlisting. • Provide evidence of qualifications and suitability to work in the UK and appropriate qualifications. • Promote and safeguard the welfare of children and young persons. 	

Application Process

All applicants are directed to apply online through our website www.tlg.org.uk/jobs.

Please go to our jobs page, and then download the application pack by entering your details. You will then be able to access an online application form which you can work at online at any point, and your details will be saved every time you log off. Please specify clearly how you meet the person specification (using the headings provided in the person specification), with special emphasis on how your faith relates to all aspects of your working life.

If you have any problems with the online application process, please contact recruitment@tlg.org.uk and someone will get back to you as soon as possible.

We would welcome applications from candidates from diverse backgrounds to enable us to better reflect the needs of the communities we serve.

The deadline for applications is 5pm, Monday
There are limited spaces available on the team and applications are reviewed at regular intervals, rather than at the closing date. To be considered for the role, please register your interest ASAP.

recruitment@tlg.org.uk

www.tlg.org.uk

01274900380

