

Church & Supporter Connection Officer

Team: Church & Supporter Connection

CAP celebrates the value of diversity and our aim is for our workforce to be as inclusive as possible as well as representing the communities we serve. With this in mind, we welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are committed to continue building an environment that embraces diversity and includes all.

Context:

The Church & Supporter Engagement department aims to care, connect and inspire individuals and churches through engaging events, supporter appreciation, inspiring phone calls, and insightful data work. We support and drive projects from the wider Fundraising and Communications division because we are passionate that individuals give or keep on giving and that churches are compelled to partner with CAP. The Church & Supporter Engagement Operations department is made up of the Church & Supporter Events team, Church & Supporter Care team, Church & Supporter Connection team, and Supporter Insight & Data team.

Purpose:

The Supporter Connection team deals with an exciting array of phone projects from the wider Fundraising and Communications division. They conduct primarily outbound telephone communications with a wide range of individuals and churches, inspiring them to engage financially, practically and spiritually with the work of CAP.

Passion:

The Church & Supporter Connection team is an outward focused team of passionate communicators who love to listen, engage and inspire existing and potential supporters. They connect with individuals and churches over the phone and in turn encourage and inspire them to connect with CAP further. The Church & Supporter Connection team seeks to represent CAP and our Christ Centered values to our supporters in a way which helps them to feel both appreciated and connected. Whether we are encouraging regular financial giving, inviting people to events, or thanking a brilliant supporter, our Church & Supporter Connection team are passionate about communicating CAP's vision and mission in creative ways on the phone.

Role:

Accountabilities:

- Be the first line of contact and connection for potential and incoming supporters and churches who wish to be involved in CAPs work.

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- To connect via telephone and email with individuals who have already expressed an interest in a particular area of potential partnership to nurture their enthusiasm and secure their involvement.
- To contact with, via telephone, individuals and churches not currently connected with CAP with the aim of generating new interest, partnerships and securing financial support.
- To contact existing supporters in order to encourage and book them onto our Fundraising and marketing events.
- To lead specific calling projects within the team, ensuring targets are met.

Measurable outputs:

- Achieve target number of calls and conversions for sales on call projects. (E.g. Number of event confirmations, donations, consents, church speaker requests).
- Achieve the agreed number of calls made as a team per calling project.
- Achieving 90% service level on incoming calls.
- Meeting team and individual project targets.

Culture

- Clearly live out and embrace the cultural values of CAP.
- Clearly demonstrate a heart and passion for the charity.
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the charity.

Other responsibilities include:

- Being willing to pray with staff and fully engaged with our Christ-centered culture.
- Encouraging friends, family and other contacts to support the charity through the Life Changer programme and other fundraising initiatives.
- Attending annual CAP staff conferences.
- Completing all compulsory CAP training within given timescales.
- This role falls within the scope of the FCA's conduct rules, and you will be provided with training as to how these apply to the role. It is your responsibility to ensure that you follow these conduct rules.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment. It may change from time to time to reflect changing circumstances.

Person:

Education:

- GCSE Maths and English

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Experience:

- Experience in driving and delivering results over the phone
- Experience of telephone work including complaint handling.
- Experience of having to meet deadlines or targets
- Experience of having to work using your own initiative
- Experience of working well in a team environment
- Administrative experience
- Record-keeping experience.
- Experience of telephone-based customer service.

Skills/abilities:

- A salesperson who is confident leading the conversation and closing the deal, over the telephone
- A passionate and upbeat person
- An influencer who loves inspiring people
- Ability to inspire and win people over
- Organised and driven to reach targets quickly and efficiently
- A confident and passionate communicator
- A calm, confident telephone manner that inspires confidence in others
- Ability to work accurately and pay attention to detail
- Able to prioritise time, tasks and attention effectively in a pressurised environment
- Excellent administration skills

Christian commitment:

- The candidate must be able to verbally assent to and practically demonstrate Christians Against Poverty's Statement of Faith and Core Values.
- The candidate must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of their own personal faith and in line with CAP's Statement of Faith.

All adults working in or on behalf of CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes:

- A responsibility to ensure a safe environment in which CAP services can be delivered.
- Identifying children and adults where there may be safeguarding concerns.
- Following the CAP *Safeguarding policy* in addressing any concerns appropriately.
- A responsibility to ensure a safe environment in which CAP services can be delivered.
- Identifying children and adults where there may be safeguarding concerns.

Date: Feb 24