



Supporter Engagement Coordinator

Appointment Details



Welcome

Thank you for considering the role of **Supporter Engagement Coordinator** at Innovista International.



Innovista identifies, equips and develops Christian leaders working in challenging contexts.

Every year, we train and mentor around 1,500 leaders in Britain, Ireland, Moldova, Ukraine, Central Asia and beyond.

We help leaders transform people and communities through churches, ministries and enterprises.

Inspired by Jesus, we equip leaders to build a better world.



Welcome message

As Supporter Engagement Coordinator, you will play a vital role in connecting with individuals and churches who faithfully give and pray for God's transforming mission in tough places.

In this role, you'll make a real impact by nurturing meaningful relationships, ensuring our supporters feel genuinely valued and cared for, and helping them experience the joy of seeing the difference their generosity makes.

If you are people-focused, confident on the phone, and skilled in administration, this could be the perfect opportunity to use your gifts in a role that combines care, communication, and purpose.



Hannah Burnham
Director of Development
Innovista



Innovista's Identity, Culture and Values

Innovista's purpose is to see people and communities changed by the hope of Jesus.

We believe that God is in the business of making everything new and we serve that mission.

At the heart of our ministry is a team of people who pursue excellence in their work, personal, and team development.

Our culture expects and rewards learning, so every team member has a personal development plan and a budget to support it.

Our work is guided by a set of core values – convictions that lead to behaviours. These are:

1 Wise stewardship:

Using our resources in ways that bring the most hope and change.

- ◆ We measure our impact and effectiveness.
- ◆ We pursue and provide feedback and evaluation.
- ◆ We own our development and support the development of others.
- ◆ We intentionally apprentice others.

2 Engaged in context:

Context shapes what we do and how we do it.

- ◆ We work to understand and communicate in context.
- ◆ We affirm and challenge the context.
- ◆ We prioritise pioneering and innovation when the context requires it.

3 Inspiring excellence:

Serving with distinctive quality.

- ◆ We plan for and evaluate for distinctive quality.
- ◆ We always look to improve.
- ◆ We learn from experts in other fields who can help us grow and do better.
- ◆ We take risks in pursuit of improving and learn when it doesn't work out.

4 Effective teamwork:

Working with others to go further.

- ◆ We play people to their strengths and gifts as much as possible.
- ◆ We practise conflict about ideas to improve our decisions.
- ◆ We take initiative to quickly resolve personal conflict according to agreed process.
- ◆ We commit to and communicate clear expectations and agreements.



Supporter Engagement Coordinator

Role responsibilities

In line with Innovista's purpose and strategic goals, you will be responsible for:

Supporter engagement

- ◆ Provide warm and timely care to supporters, responding to enquiries, messages, and phone calls in a way that makes each person feel valued and heard.
- ◆ Thank individual givers and prayer partners personally and quickly, helping them see the difference their support is making.
- ◆ Inspire and encourage supporters by sharing stories, updates, and resources that connect their generosity and prayers with real impact in the world's toughest places.

Church engagements

- ◆ Coordinate and support church speaking visits by managing invitations, scheduling, and providing presenters with the information and resources they need.
- ◆ Thank churches for their generous giving in timely and meaningful ways, ensuring they feel valued and encouraged in their partnership.
- ◆ Inspire and equip churches by creating and sharing engaging resources, stories, and updates that highlight the impact of their support and prayer.

Communications support

- ◆ Maintain accurate supporter records in our Donorfy database, ensuring data is up to date and used effectively for communication and engagement.
- ◆ Support email communications through Mailchimp, including setting up, scheduling, and tracking campaigns to keep supporters informed and inspired.
- ◆ Assist with mailings and printed communications, coordinating lists, preparing content, and helping deliver high-quality supporter mailings on time.

Cultivating team growth

- ◆ Shape and pursue your personal development in ways that develop your strengths and gifts.
- ◆ Take part in team life, including weekly staff prayers, supporter relations team meetings, team training days and other events.
- ◆ Carry out additional duties that may be required.



Person Specification

Experience and qualifications

You have...

Essential

- ◆ Experience in supporter care, customer service, or administration.
- ◆ Experience using databases (Donorfy or similar) and email platforms (e.g., Mailchimp).
- ◆ Experience coordinating events, visits, or meetings

Desirable

- ◆ Experience of working in a charity or church context.

Skills

You have...

- ◆ Excellent communication skills, both written and verbal, with confidence on the phone.
- ◆ Strong organisational and administrative skills, able to manage multiple tasks and prioritise effectively.
- ◆ IT literacy - able to use databases, email platforms, and office software efficiently.
- ◆ Attention to detail, problem-solving skills, and discretion with sensitive information.

Character

You are...

- ◆ A natural people person. You are warm, friendly, and notice the little details that matter.
- ◆ Proactive, resourceful, and motivated to improve supporter care.
- ◆ Reliable, organised, and able to prioritise your workload independently.
- ◆ Open to feedback, committed to personal growth, and a mature follower of Jesus.
- ◆ Resonate strongly with Innovista's purpose, values, and statement of faith.



Reports to: Director of Development

Location: Home-based, with requirement to attend regular team meetings in Oxford.

Hours: Part-time (15-22.5 hours/week), permanent.

Salary: £27,000 - £30,000 per annum FTE, depending on experience.

Occupational Requirement: This role has an occupational requirement to be filled by a Christian under the provisions of the Equality Act (2010).

Notes

Job Description

This Job Description is not exhaustive and changes may be required as the organisation develops. Changes to this job description will be carried out in consultation with the holder of the post.

Hours of work

This role is a part-time role (15 – 22.5 hours/week). Hours may be worked on a flexible basis during the week as mutually agreed between the staff member and their line manager.

Location

The successful applicant will need to provide evidence of their right to work in the UK. We cannot provide sponsorship for this role.

Holiday

Full-time staff receive 25 days paid holiday each year, as well as statutory and other public holidays in the country in which they are based. Holiday allowance for part-time staff is calculated on a pro-rata basis.

Personal Development

Each staff member has a personal development plan designed to enhance job performance and receives mentoring and coaching as appropriate. We also set aside time for Team Days during the year (currently every 6 weeks) to pause, reflect, learn and plan together as a team.

Confidentiality

Any information relating to people contacted by the charity 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.

Safeguarding

Innovista is committed to protecting the well-being of all children and adults at risk and expects this commitment from all employees and volunteers. A copy of our Safeguarding Policy and Whistleblowing Policy are available. Innovista adheres to Safe Recruitment for all roles, requiring DBS checks where necessary.

Privacy

We value your privacy. We promise to keep your details safe and will never sell them. Need extra reassurance? Read our full privacy policy online (innovista.org/privacy). You can change how you hear from us at any time – just email hello@innovista.org or call 01865 788350.

How to apply

To apply for the Supporter Engagement Coordinator role please download the application form, confidential information form, and optional EDI monitoring form from the Innovista International website [here](#) and send these with a CV and covering letter as directed on the website.

To arrange a discussion about this role before applying please email hannah.burnham@innovista.org

Closing date - Thursday 30 October 2025 (5pm).

Application Process:

After reviewing applications, we'll invite shortlisted candidates to complete two short psychometric assessments. These help us better understand how you work and think. Candidates who are a strong match will then be invited to interview.

Interviews will take place on Friday 14 November, in Oxford.