

Service Support Coordinator

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

CAP's mission is to end UK poverty by equipping churches to reach their communities. We exist to empower and serve churches through exceptional partnerships, delivering impactful debt advice and coaching services. Providing accessible, community-rooted support to those facing financial and social challenges across the UK. Our approach is centered on empowering individuals providing holistic support to achieve financial resilience through expert debt advice and tailored coaching products. This approach goes far beyond financial stability, creating lasting personal and relational transformation and contributing to a society where all can flourish. We are committed to fostering strong relationships with our church partners, ensuring a collaborative and effective service that continually improves to meet the evolving needs of local communities.

Purpose

To empower and support churches and individuals in their journey with CAP, ensuring a seamless and effective experience through expert guidance, efficient processes, and compassionate assistance, ultimately enabling them to transform lives within their communities.

Passion

The Service Support team is passionate about growing and developing our relationship with churches and frontline workers to offer life transforming CAP services to local communities across the UK, whilst giving clients the opportunity to hear and respond to the love of Jesus.

Personality

We love the local church! We are a caring, resilient, relationship-building, target focussed team who are full of compassion.

Role reports to:

Service Support Team Manager

Direct reports:

n/a

Role

You'll be a versatile team member, supporting various areas as needed, ensuring efficient workflow and project completion.

Accountabilities:

Handling incoming queries and requests for support

Be the first point of contact for support requests, answering questions via phone, email, and occasionally mail. This includes managing team phone lines and inboxes and responding to queries from new and existing church partners, coaching services and debt help frontline teams, and staff.

- Handle new partnership enquiries from our website, connecting them with the right Area Partnership Manager.
- Provide the first line of support for our coaching services.
- Answer the new enquiries phone line and take the appropriate action with each caller.
- For new client enquiries, assess the callers' suitability for CAP's debt counselling service and book an appointment where appropriate. Effectively assess the situations of callers we cannot assist and signpost accordingly.
- Carry out return callback requests in relation to new client enquiries, and requests for information for potential new partner churches and money coaches.
- Monitor and influence the various Facebook frontline groups, supporting both money coaches and frontline teams.
- Support debt help clients to complete a Persons At Risk of Violence (PARV) Order over the phone.

Onboarding new services & frontline team members

You'll manage the process of bringing new volunteers and services on board. This includes:

- Coordination of the recruitment and onboarding of all frontline service selection processes including
 - **Communication:** Handle recruitment requests from the frontline.
 - **Processing applications:** Manage all candidate communication, application processing, and interview scheduling.
 - **Training & Onboarding:** Coordinate training registration, information delivery, and password provision for new starters.
 - **Record Maintenance:** Ensure accurate and timely record keeping.
- Guide coaches through the process of signing up to be a coach, carrying out all necessary administration support including processing of booking and church leader references.

- Complete all administration in relation to a church coming onboard as a new partner, including handling of payments.

Providing ongoing support

You'll be a key support person for our frontline teams, helping them succeed. This includes:

- Providing fast and helpful customer service by phone, email, and mail.
- Being the main point of contact for coaching teams, giving them the tools and motivation they need.
- Offering guidance and best practice advice to centres and churches when area managers are unavailable.
- Sending regular updates and information to centre staff and area managers.
- Gathering and organising data as needed.
- Providing general administrative support to church partnership managers and Area Partnership Managers.

Stakeholder management & escalation of issues

You'll work with different teams within the organisation to solve problems and improve our services. This includes:

- Connecting people with the right departments to get their questions answered.
- Collaborating with the product, IT, and training teams to create helpful resources for our partner churches.
- Handling complaints when the complaints manager is unavailable.
- Responding to safeguarding concerns according to our training and procedures.
- Being the main contact for the Supporter Connection Team regarding money coaching questions.

Process & system support

You'll provide essential support to our frontline teams with various processes and systems. This includes:

- Helping debt coaches schedule client appointments.
- Managing print shop orders and resolving issues with suppliers.
- Running our emergency aid programme, processing requests, and handling fuel voucher issues.
- Supporting new debt centre agents through the runthrough process.
- Updating systems and notifying relevant parties when services close or team members leave.
- Supporting exit interviews and using feedback to improve our processes.
- Providing basic tech support for frontline systems and escalating issues to IT when needed.

- Being the primary tech support contact for coaching service teams.
- Arranging travel and accommodation for the Area Partnership Manager team.

Training & Development related

You'll play a key role in supporting the training and development of our coaches. This includes:

- Completing all necessary administrative tasks after training sessions, such as sending follow-up emails, setting up system access, and adding coaches to online groups.
- Contributing to projects that improve coaching support, working with product and leadership teams.
- Organising and running online training webinars for coaching service teams, in collaboration with the training team.
- Conducting online training sessions and individual support for life skills and job club coaches.
- Providing administrative support for in-person training events, coordinating with events and training staff.
- Collecting and sharing coach and delegate feedback to help improve training programmes.

Measurable Outputs:

Measurables will depend on which aspects of the overarching job description that you focus on:

- Respond to emails and voicemails within 2 working days.
- Projects/tasks as outlined by the Head of Service Support and team managers completed on time and to agreed standard.
- Complete all assigned role related training within appropriate timescales.
- Ensuring all team meetings and commitments are kept up to date and in calendars at least a week in advance.
- Ensuring complaints are distributed within 24 hours of receipt.
- Dealing with administrative requests in a timely manner.
- Smooth organisation of travel and accommodation.
- Respond and book run-through requests within 24 hours of receipt.
- Specifically for Client booking related tasks:
 - As a team respond to callbacks within 2 working days.
 - As a team, for new client enquiries, achieve over 85% calls answered rate.
 - Achieve 90% on call monitoring checklists.
 - Achieve the required measurable outputs on rota'd duties e.g. call output and length.
 - Frequency/severity of quality issues found in work through quality audits kept above agreed target and any feedback taken onboard and actioned.
- Specifically in relation to new service and coach onboarding:

- Money Coaches added to the money coaching training site and printshop within five working days of the completion of their assessment, following training.
- Tracking paperwork process for all new coaches and services to ensure relevant documents are received
- Ensure the services selection process to achieve agreed service level agreements for all communication to applicants - pre and post selection processes.
- Achieve excellent feedback from stakeholders following each training period.

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.
- To encourage friends, family and other contacts to support the charity through the Life Changer program, 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 and may change from time to time to reflect changing circumstances.

Person

Education:

- GCSE Maths & English or equivalent qualification that indicates a good level of literacy and numeracy

Experience:

Essential

- Experience of collaborating within and across teams
- Experience of working with church teams and frontline facing roles
- Phone and email based customer service experience
- Secretarial/PA/Administrative experience
- Experience of telephone based customer service.

Desirable

- Experience of delivery of a CAP service, for example money coaching.
- Training delivery.
- Sales experience and evidence of success in this area.

Skills/Abilities:

- Excellent organisational skills
- Excellent written and verbal communication skills at all levels
- Ability to see through a project from start to finish
- Ability to problem solve and driven to find solutions
- Ability to consistently achieve expected outputs
- A calm, confident telephone manner that inspires confidence in others.
- Ability to handle potentially distressing telephone calls.
- Ability to demonstrate compassion and understanding when communicating in challenging situations.
- Able to evidence a good degree of resilience for the scope of the role.
- Ability to maintain own emotional wellbeing; taking initiative where necessary to access the appropriate support.
- Able to work well to prescribed processes and instructions and also take initiative where necessary.
- Ability to work both independently and as part of a team.
- Ability to work accurately, quickly, and with attention to detail whilst under pressure
- Logical, articulate approach to work, prioritising workload efficiently
- Confident computer user including Google workspace
- Discretion and confidentiality essential
- Personable and friendly.
- Knowledge and understanding of CAP would be beneficial

Christian Commitment

- The candidate must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values.
- Must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of 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.

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