

Post	Church and Supporter Care Assistant
Responsible to	Campaign and Communications Project Lead
Team	Digital and Direct Marketing
Group	Fundraising and Communications
Proposed grade	D
Contract	Permanent
Hours	Part-time (28 hours a week) Hybrid

The organisation you'll be joining

Jesus spent much of his time with people at the edges, and that's where we want to be too. Church Mission Society invites people at the edges of church, the edges of society and the edges of our comfort zones to follow Jesus and play a part in his story. Come with us to the edges and discover God at work in ways you might not have expected.

Welcome to Church Mission Society, where we are passionate about God's mission and fired up to see more and more people become followers of Jesus. For over 200 years CMS has been at the forefront of global mission, living out the gospel of Jesus, seeing lives changed and communities transformed. Founded by William Wilberforce and other members of the Clapham Sect group of activists in 1799, CMS people are called by God to help bring change, hope and freedom, wherever they go.

Today CMS supports 150 mission partners and local partners who are working in more than 40 countries, where they are dedicated to serving local communities and transforming lives through the love of Jesus. From women's empowerment, micro farming initiatives and leadership training, to drug rehabilitation, theological training and pioneering in the arts, CMS is at the cutting edge of mission, displaying the love of Jesus to many people who might not have believed he was for them.

In the last year, we've undertaken a prayerful review of our organisation, in order to discern our mission call for this generation. In the process we have rediscovered and been re-inspired by the pioneering spirit of our founders. If you join CMS today you will find an organisation that has been reinvigorated with a fresh vision to join with our global family to make disciples of Jesus among people at the edges, both in the UK and around the world.

Our culture

At CMS we work hard to ensure that every member of staff is valued, supported and encouraged to continually learn and develop their skills. We rely upon God's presence, wisdom and grace and therefore, prayer is central to everything we do.



Our vision

We long to see our world made new by the love of God as we follow Jesus to the edges.

Our purpose

We exist to make disciples of Jesus at the edges.

Our core values

Pioneering. Relational. Faithful. Evangelistic.

Your role

The role provides a critical function to delight donors, both supporting churches and individuals. In dealing with enquiries successfully to agreed service levels and proactively contacting supporters and churches to encourage them to give and engage you will be making a significant contribution to fundraising and supporting for the work of Church Mission Society. The role is responsible for a caseload of relationships, especially for proactive contact.

This role also provides reception cover as required and general admin support for the Fundraising and Communications Group as part of a small team of administrators who share this work.

Your relationships

There are three teams in Fundraising and Communications Group: Key Relationships, Digital and Direct Marketing and Communications

This role is one of two covering the same function to enable CMS to provide continual care for our supporters and churches throughout the week and the year. It reports to the Campaign and Communications Project Manager pending a review and is part of the Digital and Direct Marketing team led by the Head of Digital and Direct Marketing.

There is close working relationship with other colleagues in:

- Key Relationships, as these roles support our outbound telephone work to advocates [our most active volunteers], supporters and churches.
- The Finance Group in managing queries relating to giving



Your responsibilities

Proactive contact with supporters and churches on caseload, including telephone. (50%)

- Working to a plan, deliver proactive contact by calling with individual supporters, churches and church contacts to encourage giving, upgrade giving and transfer existing giving.
- Working to a plan, contacting individuals to ask them to volunteer or become advocates for CMS as required
- Working to a plan, proactive contact of churches to secure speaking engagements and use of church products
- Email and write to supporters and churches to thank them for the donations and encourage them as required. Proactively engage with churches to encourage them as required.

Retaining church and supporter relationships

- Respond to supporter and church queries on caseload by email and phone. Providing the first point of contact for issues relating to church and supporter care, ensuring that issues are passed on, as appropriate, for follow-up by relevant colleagues.
- Maintaining church and supporter records on the CRM database to ensure information is as accurate as possible and reflecting recent activity
- Overseeing the church relations inbox and the supporter care inbox and responding appropriately
- Responding to church and supporter information requests including mailing out key resources to churches and individuals as required.
- Liaising with Key Relations Team and Finance colleagues to ensure church and supporters gifts are allocated correctly and efficiently and sending acknowledgments as required
- Following up 'missing gifts' from churches and contacting lapsed or lapsing churches as required
- Make follow-up calls to churches after a CMS speaker has visited, as part of our monitoring and evaluation of the Speakers Program.



Data Processing

- Undertake database amendments in-line with supporter wishes and CMS policy
- amendments to individual and church records according to supporter requests.
- adding new supporters to the CMS database to generate the welcome path and follow through with subsequent welcome path mailings.
- Update all church and supporter records as required.
- Update and manage supporter contact preferences, ensuring adherence to CMS data protection and privacy policies and that supporter wishes are respected and their rights upheld.

Team Support

- Working with the two other roles that provide administration support for the group
- Process incoming and outgoing mail for the FR&Comms Group.
- Support group colleagues, as required, in the preparation and dispatch of bulk supporter mailings
- Support group colleagues, as required, in event and team day organisation and other administration, which may fall on weekday evenings and / or weekends.
- Maintain stock resources as required.

Reception Cover

- Provide front of house reception cover, for holidays and emergencies.
- When at reception, the post holder is responsible for ensuring an effective and efficient reception service for both internal and external users (both CMS staff and tenants of CMS House).
- Staff on reception also deal with regular facilities tasks to assist with the smooth running of the building, including dealing with outgoing post.
- Cover includes: up to 7 days of 5 hours per day (8am to 1pm) when the CMS House Supervisor is on annual leave/otherwise absent
- Up to 7 days of 5 hours per day (12pm to 5pm) when the Conferencing Assistant is on annual leave/otherwise absent



Other

- Ensure that security procedures are followed for all materials and content that is made public, safeguarding the safety of all our mission personnel and strategic partners.
- Ensure that the CRM (ThankQ) processes are documented and updated as needed, particularly in light of any changes to the CRM.
- Ensure the safety and security, and respect the rights, of all staff, partners and supporters:
 - Understand and follow CMS safeguarding policies.
 - Understand and follow security procedures for all public materials and content, to keep mission personnel and strategic partners safe. Ensure the confidentiality of supporters and that all data relating to them is maintained and processed in compliance with the General Data Protection Regulation (GDPR) and Privacy and Electronic Communications Regulations (PECR).
 - Hold and maintain a good understanding of the Code of Fundraising Practice and how it pertains to your role.
- Carry out any additional duties commensurate with the role as required by your line manager.



Person specification

Church and Supporter Care Assistant

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• Good level of education including Maths and English	<ul style="list-style-type: none">• Qualification in Marketing or Fundraising
Experience	<ul style="list-style-type: none">• Working with customer/supporter databases• Proven experience telephoning to get results• Experience of working in a fundraising environment• Previous administrative or customer care/ donor care experience• Microsoft Office experience• Experience of working with sensitive information• Experience of delivering a project as part of a team	<ul style="list-style-type: none">• Project Management Experience• ThankQ (CRM) experience
Skills and abilities	<ul style="list-style-type: none">• Customer care skills, including excellent, confident telephone manner• High levels of accuracy on data entry Ability to learn quickly• Good communication skills• Strong administrative skills• Ability to prioritise own workload	



	<ul style="list-style-type: none">• Excellent interpersonal skills and the ability to work with different teams	
Knowledge and understanding	<ul style="list-style-type: none">• An understanding of the principles of supporter/customer care	<ul style="list-style-type: none">• Knowledge of the central administration of the Church of England and how Anglican churches organise themselves
Disposition	<ul style="list-style-type: none">• Attention to detail• Enthusiastic• Aptitude toward team working• Self-assured	
Other	<ul style="list-style-type: none">• In sympathy with the aims and values of CMS and the Christian faith• Compliance with CMS' safeguarding policy and subject to pre-employment checks, signed self-declaration and basic disclosure may be requested• Occasional out of hours and weekend work may be required 2-3 times a year.	



Terms and conditions

Church and Supporter Care Officer

Conditions, including but not limited to the below:

1. The appointment is subject to satisfactory references, safeguarding checks and a probationary period of six months.
2. **Salary:** The post is within Grade D of the CMS salary scales; starting at £20,928 pro-rata (£26,160 FTE), to £21,760 pro-rata (£27,200 FTE) year depending on experience; with further salary advancement opportunity. Salaries are reviewed annually at the beginning of February.
3. **Expenses:** Expenses incurred in connection with work in accordance with established regulations will be paid.
4. **Pension:** There is a group personal pension scheme applicable to your employment and you are entitled to participate in this scheme subject to the rules of the scheme. You will be automatically enrolled into the scheme, however there is an opt-out option. The employer's contribution is 5 per cent while the employee's contribution is 3 per cent of the pensionable salary. In addition, CMS will match your additional contribution (over the min three per cent) up to an additional five per cent. The life insurance scheme provides a death in service benefit of four times the basic pay.

Those eligible for pension rights under the Clergy Pensions Measures administered by the Church of England Pensions Board may continue to qualify for those rights.

5. **Work base:** This is an office-based post and this will be your centre for the purpose of claiming travelling expenses if appropriate. Under the CMS hybrid working policy, you may work from home for up to sixty percent of your contracted time per week but we reserve the right to require you to work full-time in the office if necessary.
6. **Holiday entitlement:** Annual leave is 28 days pro rata, of which up to 3.5 pro rata are to be taken between Christmas and New Year, plus statutory bank holidays.
7. **Notice:** One months' written notice on either side is required for the termination of the appointment after the probationary period.