

Post	Church and Supporter Care Officer
Responsible to	Campaign and Communications Project Lead
Team	Digital and Direct Marketing
Group	Fundraising and Communications
Proposed grade	E
Contract	Permanent
Hours	28 hours a week (0.8 full-time equivalent), hybrid working with 60 per cent at CMS House

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. As the first port of call you will deal with enquiries successfully to agreed service levels and proactively contact caseload of supporters and churches to encourage them to give and engage with the work of Church Mission Society – thereby making a significant contribution to fundraising and the mission of CMS.

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. It reports to the Campaign and Communications Project Lead 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, supporters and churches.
- The Finance Group in managing queries relating to giving.



Your responsibilities

Proactive contact with supporters and churches on caseload, mainly by telephone – 70%

- Proactive outbound calling of individual supporters and churches, to encourage giving, upgrade and transfer existing donations.
- Outbound prospect calling to acquire volunteers and advocates for CMS.
- Work on proactive contact to churches to secure speaking engagements and use of church products.
- Email and write to supporters and churches to thank them for their donations and share the impact of their support.

Retaining church and supporter relationships

- Respond to supporter and church requests queries by email, post and phone. Provide the first point of contact, ensuring that requests are fulfilled or passed on as appropriate, for follow-up by relevant colleagues.
- Maintain church and supporter records on the CRM database to ensure information is as accurate as possible and reflects recent activity.
- Oversee the church relations inbox and the supporter care inbox and respond appropriately.
- Liaise with Key Relationships Team and Finance colleagues to ensure church and supporters' gifts are allocated correctly and send acknowledgments as required.
- Follow up 'missing gifts' from churches and contacting lapsed or lapsing churches as required.
- Make follow-up phone calls to churches after a CMS speaker has visited, as part of our monitoring and evaluation of the Speakers Programme.

Record keeping – 30%

- Data entry into CMS database in line with supporter wishes and CMS policy
- Amend individual and church records according to supporter requests.
- Add new supporters to the CMS database to generate the welcome path and follow through with subsequent welcome path mailings.



- 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.
- Ensure that the CRM (ThankQ) processes are documented and updated as needed, particularly in light of any changes to the CRM.

Team support

- Work with the two other roles that provide administrative support for the group.
- Process incoming and outgoing mail for the Fundraising and Communications Group.
- Support group colleagues, as required, in the preparation and dispatch of bulk supporter mailings.
- Support 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 phone calls, 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 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 Officer

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• GCSE Level or equivalent 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• Managing customer/supporter relationships using the telephone• 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• 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 or other church bodies.
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 {or Committed Christian• 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 E of the CMS salary scales; starting at £23,548 pro rata based on 4 days per week (£29,435 FTE) 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 forty 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:** Two months' written notice on either side is required for the termination of the appointment after the probationary period.