

Post	Church and Supporter Care Officer
Responsible to	Direct Marketing and Supporter Care Lead
Team	Digital and Direct Marketing
Group	Fundraising and Communications
Proposed grade	E
Contract	Permanent
Hours	21 to 28 hours a week, hybrid working with 60% 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

In this role, you will be the first port of call for Church Mission Society supporters and will serve and support churches and individuals across the country. You will deliver exceptional customer service to our supporters as you deal with enquiries successfully to agreed service levels and proactively contact supporters and churches to encourage them to give and engage with the work of Church Mission Society. You will be a key part of our fundraising and communications team, furthering the mission of CMS. This role also provides occasional reception and admin cover for the Fundraising and Communications Group.

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 Direct Marketing and Supporter Care 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

1. Proactive contact with supporters and churches on caseload, mainly utilising telephone - 70%

- Proactive outbound calling of individual supporters, to encourage increased giving to, and the undertaking of activities in support of, CMS
- Proactive contact to churches to secure speaking engagements, giving to CMS and use of CMS resources.
- Outbound prospect calling to acquire volunteers and advocates for CMS.

Retaining church and supporter relationships

- Providing the first point of contact for CMS, ensuring that requests are fulfilled or passed on as appropriate, for follow-up by relevant colleagues.
- Responding to supporter and church requests and queries by email, post and phone.
- Liaise with Key Relationships Team and Finance colleagues to ensure church and supporter gifts are allocated correctly and thanked appropriately
- Following up 'missing gifts' from churches and contacting lapsed or lapsing churches as required.
- Making follow-up phone calls to churches after events such as a CMS speaker visit.

2. Record Keeping & Organisational Support – 30%

- Maintain detailed and accurate church and supporter records on the CRM database in line with supporter wishes and CMS policy.
- 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.
- Ensuring CRM processes are documented and updated as needed, particularly in light of any changes to the CRM. Providing cover for the group administrator and occasional additional capacity as required.
- Support group colleagues, as required, in the preparation and dispatch of bulk supporter mailings.
- Provide front of house reception cover, for holidays and emergencies.

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• Access (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	



	<ul style="list-style-type: none">• 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 £24,256 pro rata based on 4 days per week (£30,320 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.