

## Job Description

**Job Title: Caseload Calling Team Leader**

**Work Location: Witney/WFH Southern England**

### Who We Are

Open Doors is a Christian charity that is looking to recruit active, practising Christians to help meet the growing needs of the persecuted church worldwide. Hostility, violence and abuse of Christians around the globe is on the increase. Open Doors works in over 60 countries to ensure that those facing such persecution are not forgotten, but can stand strong to serve their communities and give life.

### Job Summary

To lead the Caseload Calling Team as they seek to identify, cultivate and steward existing and potential Open Doors Churches and volunteers across the UK&I, so that they are motivated and equipped to give, act, pray and volunteer for the persecuted church.

The post holder will take part in all tasks associated with maintaining effective and inspiring one-to-one contact with church leaders and representatives, through a variety of channels. They will provide exceptional support to our volunteers in every communication and will add value to their experience by inspiring, involving, connecting, celebrating and praying with them.

The post holder will be responsible for the planning and delivery of the daily Caseload Calling Team workload, as well as the delivery of ad-hoc church calling campaigns. They will also be responsible for developing individual team members and developing a positive culture and ethos within the team. They will help to facilitate regional Open Doors events, working closely with regional Church Relationship Managers.

This role will be responsible for the lead qualification of churches across the UK, working with Church Relationship Managers, marketing and other channel where church leads are generated. It will be the Team Leader's role to establish and maintain a system that enables leads to be picked up quickly and to assess these churches to gauge a level of warmth and potential to collaborate with Open Doors.

### About the Team

Reporting to the Strategic Relations Operations Manager, you will have line and task management of the Caseload Calling Team Members.

### Hours

37.5 hours per week. Usually worked between 8.00am to 6.00pm Monday to Friday. This position involves some evening and weekends at conferences and events for which TOIL (time off in lieu) may be claimed.

### Responsibilities and Requirements

#### A) Leadership and Line Management:

- Build, lead and develop an effective team, motivating and inspiring them collectively and individually
- Maximise volunteer experience and involvement with Open Doors and creatively explore new ways of interacting with our volunteers
- Meet with direct reports every 2 – 4 weeks, as appropriate for 1:1s, to support and guide them in their role and address any work-related issues
- Attend relevant meetings and provide relevant experience from volunteers and the team; capture and condense information that is relevant to the caseload calling team
- Run weekly check-ins and regular team meetings to keep individual team members up to date

- Manage workload and priorities to ensure that resources are effectively utilized and balanced appropriately
- Be involved in team recruitment, the professional development of each team member and thrive reviews to ensure the success of the team
- Create and maintain a handbook for the caseload calling team, which contains all the processes and procedures to fulfil the role and should be used primarily as an induction document for new staff, but also as a key reference point for existing staff

## **B) Organisation and Operations:**

- Be fully involved and participate in the daily operation of the team as well as supporting other departments, as required. Develop operational targets, such as to connectedness with churches and volunteers in the region
- Develop new initiatives, systems and departmental processes, in liaison with the strategic relations team, that will facilitate effective and efficient operations and maintain agreed standards:
  - Researching and developing appropriate software to facilitate team/data base interface
  - Work volunteer channel leads and regional managers on processes that can work across all our national bases.
  - Develop processes to measure, monitor, analyse statistics and evaluate the work of the team and the level and appropriateness of the service experienced by the churches we serve, seeking to continually improve the experience of our volunteers; being accountable for ensuring data is recorded, reported and used to keep track of the number and types of calls and emails made and received within the team
  - Provide updates and information to the operational leadership team as required
- Monitor and assume responsibility for the lead qualification process, including the effective management church journeys and the lifecycle of churches within Open Doors
- Be responsible for analysis and compilation of call and email data on a regular basis, recognising trends and highlighting anomalies
- Have good working knowledge of CRM and how best practice can be used in a contact centre setting
- Plan, implement and oversee ongoing church outbound calling campaigns, including welcome calls, appreciation calls; report on these weekly and analyse trends
- Liaise with the volunteer development manager, church relations managers and volunteer channel leads to ensure that volunteers are being developed and supported in an effective manner
- Work closely with regional managers and events coordinators to ensure regional events are set up and run smoothly

## **C) Church qualification and caseload**

- All team members provide tailored support for churches, advising them about current campaigns, resources and ways of furthering their involvement.
- To work with the team, following processes to assess a church's warmth to Open Doors
- To establish a rapport with churches in your region that give, act and pray for Open Doors

The above job description is a guide to the work the job holder may be required to undertake but does not form part of the contract of employment and may change from time to time to reflect changing circumstances.

## **Applying your Christian faith to this role**

Because of the essential Christian context in which the role will be performed, the role is subject to an occupational requirement under the Equality Act that the post-holder be a practising Christian. Each working day will involve collective prayer and worship, together with shared reflections on the work of Jesus Christ. All members of staff at Open Doors are

expected to actively participate in this shared time and members of staff take it in turns to lead the act of collective worship.

There will be many ways you will be able to apply your Christian faith and the outworking of your faith to the context of Open Doors. The list below gives some of the expectations of this role but is not exhaustive or intended to limit you:

- Contributing to and leading daily devotions (this can be for the whole team or just smaller, departmental groups)
- Participating in retreats, days of prayer and fasting etc.
- Committing to private prayer for the work associated with this role, your direct reports and closest colleagues
- Working in such a way so as to reflect biblical principles of leadership and service
- Applying biblical principles of godly stewardship to operational responsibilities
- To be open and obedient to god's voice and direction in relation to any strategic matter and to always seek his will above all else

### **Limits of Authority**

To operate within the ethos and aims of Open Doors, adhering to budget parameters and the Open Doors' confidentiality agreement.

### **Who You Are**

**You will demonstrate the following essential criteria for this role:**

#### **Culture**

- Committed Christian who is completely in sympathy with the calling and mission of Open Doors
- Commitment to Open Doors' core values

#### **Competency**

- Excellent interpersonal skills and ability to deal with a wide cross section of people
- Strong leadership skills
- Experience of working with church leaders and volunteers
- Experience of management, ideally staff, or, of volunteers, including recruitment and development of people
- Experience of developing and documenting operational practices
- Experience of communicating with people over the telephone, in a similar role
- Significant experience of working in a customer service/supporter relations environment
- Ability to motivate and inspire others and foster an enthused and effective working environment
- Ability to analyse statistics or other data and draw meaningful conclusions
- Strong IT skills, including MS office and databases
- Excellent verbal and written communication skills and proven ability to communicate and relate effectively to different target audiences
- High level of accuracy and attention to detail especially in relation to data input
- Demonstrate broad understanding of the church/christian community throughout the UK and Ireland
- Experience of working collaboratively across teams
- Ability to think strategically and innovatively and adapt to changing circumstances/needs
- Experience of handling complaints sensitively and competently

#### **Character**

- Able to work effectively under pressure
- Responsible, positive and mature outlook
- Excellent listening skills
- High level of discernment and emotional intelligence
- Passionate about supporting the UK church and the global persecuted church

Enhanced disclosure information may be requested from the DBS in the event of a successful application.

## **Our Statement of Faith**

Open Doors is an evangelical Christian ministry

Our Trinitarian faith is enshrined and expressed in the historic creeds of the church:

We believe in God the Father Almighty, maker of heaven and earth;  
and in Jesus Christ His only Son, our Lord,  
who was conceived by the Holy Spirit;  
born of the Virgin Mary;  
suffered under Pontius Pilate;  
was crucified, died and was buried.  
He descended into hell,  
the third day He rose again from the dead;  
He ascended into heaven, and sits at the right hand of God the Father Almighty,  
from where He will come to judge the living and the dead.

We believe in the Holy Spirit;  
the holy Christian Church;  
the communion of saints;  
the forgiveness of sins;  
the resurrection of the body;  
and the life everlasting.