



## Job Description

**Job Title: Inspire Team Member – Part-time, Temporary (July to September 2021)**

**Work Location: Witney**

### 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 50 countries to ensure that those facing such persecution are not forgotten, but can stand strong to serve their communities and give life.

### Job summary

This is a new opportunity to be part of a vibrant team within Open Doors, initiating contact with churches across the UK&I via the telephone. This position will work as part of the Inspire Team, but on a flexible, temporary basis, with a specific focus on outbound calling campaigns. The post holder will take part in specific outbound calling campaigns associated with maintaining effective and inspiring one-to-one contact with churches, through a variety of channels. They will provide exceptional customer service in every communication and add value to a churches' experience by inspiring, involving, connecting and celebrating with them. The main calling campaign during the summer months will be aimed primarily at churches, to inspire and equip them to support the persecuted church.

### About the team

Reporting to the Inspire Team Leader, this role works as an extension of the Inspire Team to help deliver a large calling campaign to develop deep, long-lasting relationships with churches across the UK who support Open Doors. All calls should result in more people being motivated and equipped to pray, give, campaign and speak out for the persecuted church.

### Hours

Part-time, somewhere within the hours of 9.00am to 5.00pm Monday to Friday, and will be discussed at interview according to need and availability.

### Additional Information

The successful candidate will need to be able to work from the office in Witney, and will be expected to attend a training day towards the end of June 2021 (likely on the 29<sup>th</sup> or 30<sup>th</sup> June 2021). In light of the COVID pandemic, preventative measures have been put in place to ensure the office is a safe working environment for our team members.

### Responsibilities and requirements

- To play an integral part in a range of outbound calling campaigns; developing deep, long-lasting relationships with each church on behalf of Open Doors and responding to individual needs

- To represent the ministry of Open Doors in a way that reflects the core values of the organisation
- To accurately log all telephone calls and results
- To ensure that church records on our database are accurately maintained and amended
- To pray with and for our supporting churches in their Open Doors activities, representing prayer requests to the wider team and taking part in team prayer
- To take part in a range of telephone calls that encourage churches to pray, give, campaign and volunteer
- To capture all positive and negative feedback from churches
- To keep knowledge current on Open Doors' ministry and resources, and news of the persecuted church in general, and find inspiring ways of communicating this
- To respond to all resource requests promptly
- To report any concerns or issues to the Team Leader immediately
- To utilise the IT infrastructure (computer, phone and database systems) to ensure efficient, consistent working practices across the team
- To send emails to churches, using a template provided
- This job description is not exhaustive and should be read in conjunction with your work plan, which will be agreed with your line manager

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, mission and Core Values of Open Doors
- Chemistry with Open Doors Staff

### **Competency**

- Experience of working in a customer service environment
- Extensive use of the telephone
- Stable education/employment record
- Experience of working in teams and able to work effectively as a team member
- Excellent interpersonal skills and experience of dealing with a wide cross section of people (general public)
- Computer literate with a working knowledge of MS Office and a Database
- 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 & Ireland
- Ability to inspire, encourage, befriend and value others
- Active listening skills

### **Character**

- Able to work effectively under pressure and to meet deadlines
- Responsible and mature outlook
- Demonstrates a high level of commitment
- A positive and professional approach both internally and externally

**In addition, it would be beneficial for you to demonstrate the following:**

- Educated to A level or equivalent
- Ability to learn information quickly and then share it or advise on it with others
- Experience of working consistently with operational processes
- Experience of handling feedback and complaints
- Experience of prayer ministry
- Knowledge or experience of the Persecuted Church

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