



## Job Description

### Job: Inspire Team Member (inbound phone cover)

**Work Location: Witney**

#### Who we are

Open Doors is a Christian charity that is looking to recruit 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.

The Inspire Team are the point of contact for all Open Doors supporters. They exist to build strong relationships with our supporters, including churches and individuals.

#### Job summary

An Inspire team member is responsible for forging deep, long-lasting relationships with supporters, volunteers and churches across the UK and Ireland in several different ways. The primary communication channels are through the phone (making outbound calls and taking inbound calls), responding to enquiries that come in via email and social networks, providing support to volunteer and church-based initiatives. Another key part of the role is to act as the relational lead to one of our volunteer groups. There is also the opportunity to develop relationships face-to-face at events and summer festivals. The role demands outstanding verbal and written communication skills, the ability to engage people from a variety of backgrounds, a keen eye for detail, strong IT skills and the ability to remain organised and administratively tight in a busy environment. Team members also offer to pray with supporters daily, through all channels and as such must have a heart for prayer. Approximately two-thirds of the role are made up of managing these mass communication channels.

#### About the team

A team of c. 8 Inspire team members report to the Inspire Team Leader, who is assisted by the Inspire Team Supervisor. The Inspire team fits within the wider Supporter Relations team.

#### Hours

37.5 hours per week. Usually worked between office opening hours of 8.00am to 6.00pm Monday to Friday. The job is full-time and based in our office in Witney as it involves handling supporter's financial information. There may be an option to work from home for one day per week after a year.

## Responsibilities and requirements

You will need to be able to confidently manage inbound calls, however there will be a procedure for taking information and promising our supporters a call back from a more experienced Inspire Team Member if you're unable to assist with a particular request or situation.

### A) Inbound communication with supporters

- Handle supporter queries with expertise, relational skill and speed. This will typically require researching the situation in the countries we work in, providing advice and assistance regarding current events, resources and campaigns whilst representing the organisation with excellence and protecting against any reputational risk
- Take donations over the phone
- Process requests for resources
- Take notes on calls you are unable to help with, and pass these on to the Inspire Team for them to call back
- Where appropriate, offer to pray with people over the telephone, encouraging them and responding to their unique situations with sensitivity in a way that fosters a culture of long-term partnerships with Open Doors
- Handle complaints calmly, record relevant supporter feedback appropriately on our database and follow up on requests as required. Help the team meet its target of resolving complaints and maintaining supporter satisfaction
- Handle vulnerable supporters with sensitivity and care, displaying awareness of our policy on responding to vulnerable supporters. Report situations to the Safeguarding officer as required
- Respond to supporter emails within the target of 48 hours, ensuring excellent standards of grammar and written communication. Ensure that emails are answered with integrity, but that contentious theological issues do not detract from the core mandate of Open Doors and are not given undue attention.
- As necessary, liaise with other internal staff members to retrieve information or pass on enquiries that are relevant to them. This demands a good understanding of who is who in the office and what is relevant to them.
- Keep knowledge up to date on Open Doors' ministry and resources, and news of the persecuted church in general, and find inspiring ways of communicating this and developing conversations
- Develop and display full knowledge of the security policies and knowing which countries we can say that Open Doors operates in and to what degree.
- Handle requests for help from those who are facing persecution who phone the office
- Display emotional resilience for challenging calls, and communicate when a call or email has been personally difficult and request the relevant support

## **B) Outbound communication with supporters**

- Make outbound calling campaigns ('Welcome', 'Appreciation' and 'Reconnecting' calls) to supporters, volunteers and churches as part of the delivery of our primary outbound campaigns. We do not ask for money on any of our phone calls and have a warm, relational approach to all our calls. Across all outbound calls we offer to pray with individuals and churches.
- Take part in ad hoc outbound calling campaigns as required, particularly in order to support the relational channel you have been tasked to support (Eg, calling of our prayer group leaders twice a year if you are the designated prayer group lead).
- Accurately capture feedback from calls and feed into the strategy of campaigns and design of resources, representing the 'voice' of supporters.

## **C) Supporting volunteers**

- To provide a warm and professional one to one service for Open Doors supporters and volunteers who initiate contact via telephone, email or social networks, in a timely manner. The aim is to build long-term relationships and for them to feel valued and well supported as a volunteer.
- To act as the relational lead for your assigned volunteer group. This involves managing the administration, sign up and onboarding processes, in conjunction with other staff. It will also involve gathering references for the volunteer to ensure their suitability for the role. You may also be required to help provide training or attend additional out of office events. You will also be required to call the group once or twice a year and maintain email contact, to ensure that they are well equipped, informed and encouraged.
- To feed in strategic ideas and promote changes to the volunteer journey, in accordance with the feedback that you are hearing.
- To identify new volunteers and encourage the appropriate individuals to explore the role that you think would suit them best.

## **D) Supporting Churches**

- All team members provide tailored support for churches, advising them about current campaigns, resources and ways of furthering their involvement.

## **E) Teamwork**

To participate in the work of the Inspire team in a committed, prayerful and enthusiastic way:

- To cover other specialisms as required when other team members are off.
- To help train new staff and support them during the induction process.
- To work effectively as part of a team, supporting other team members and being aware of team priorities and needs.
- To attend and support additional external events as required, such as the Standing Strong Conference.

## **F) Administration**

- Utilise the IT infrastructure (computer, phone and database systems) to ensure efficient, consistent working practices across the team
- Learn new IT based processes as our organisation continues to grow and develop
- Ensure that supporter records on our CRM database are accurately maintained and amended.
- Utilise team methods of staying up to date with the vast quantity of information.
- Accurately use DT, the telephony system, capturing all pertinent information (such as the purpose of the call).
- Assist with additional ad hoc tasks as requires. These jobs might typically include admin tasks or small jobs that need doing for the Inspire Team, or another team in the office.
- Use appropriate manual and electronic processes to facilitate posting resources to supporters
- Process bookings for events
- Handle financial information and process donations.

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 and your 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 to apply principles of good Christian stewardship to all matters involving money.

## 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:**

### Competency

- ability to integrate and work effectively within a team, displaying sensitivity to different working styles
- ability to inspire, encourage and value others, including using active listening skills
- able to work to a consistently high standard and follow given procedures
- high level of resilience when dealing with emotionally difficult calls and comfortable asking for help when needed
- strong IT skills, including use of MS Office and databases
- high level of accuracy and attention to detail especially in relation to data input
- ability to prioritise and meet deadlines, and manage a busy and varied workload
- excellent interpersonal skills and ability to deal with and befriend a wide cross section of people
- feeding into and taking a lead, where appropriate, on regular team training sessions
- excellent verbal and written communication skills and proven ability to communicate and relate effectively to different target audiences
- experience of dealing with complaints or difficult situations. Ability to maintain a calm head and display emotional resilience
- demonstrate broad understanding of the Church / Christian community throughout the UK & Ireland
- ability to work consistently with operational processes

### Character

- able to work effectively under pressure
- responsible and mature outlook
- demonstrates a high level of commitment
- a positive and professional approach both internally and externally
- a self-starter, confident at taking initiative

### Culture

- committed Christian who is completely in sympathy with the calling, mission and Core Values of Open Doors

- chemistry with Open Doors Staff

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

- ability to learn information quickly
- experience or knowledge of safeguarding and/or supporting vulnerable adults
- experience of handling feedback
- understanding of prayer ministry
- knowledge of or interest in the Persecuted church
- experience of working in a customer service environment
- experience of extensive use of the telephone, and a CRM system
- experience of working in a customer service environment
- educated to Degree level or equivalent

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