

Job Description

Job Title: Inspire Team Supervisor

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 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

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.

The Inspire Team Supervisor will:

- Line Manage the Inspire Team Members (x3)
- Lead the Inspire team (which include the Inspire Team Specialists x2) in the absence of the Inspire Team Leader,
- Provide support with various aspects of the daily management of the Inspire Team.

The Inspire Supervisor will be required to motivate the Inspire Team, protect the ethos of the team and contribute towards a positive working environment. They will play a significant role in training new staff and supporting existing staff by answering questions. This necessitates an in-depth level of knowledge about the day-to-day tasks of Inspire, including the processes, IT systems and general information related to Inspire's responsibilities, as well as staying up to date about the work of Open Doors in the UK and overseas.

Working Relationships

Reporting to the Inspire Team Leader you will have line manage responsibility for three Inspire Team Members and will help the Team Leader in leading the whole Inspire Team. You will work closely with the Volunteer Development Manager, Church Relationships Manager, Supporter Services Team Leader, Caseload Calling Team and the Direct Marketing 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 and supporting staff in person during and after difficult calls. There may be an option to work from home for one day per week after a year but this is not guaranteed.

Responsibilities & Requirements

The Inspire Team supervisor is expected to:

A) Line Management Responsibilities

- To line manage the Inspire Team Members
- To 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
- To be the point of contact for direct reports for any issues that may arise in relation to sickness, holidays and shift times, and to do this for all members of the team in the absence of the Team Leader
- To be involved in team recruitment
- Responsible for the professional development and Thrive reviews of each direct report to ensure the success of the Inspire Team
- To line manage the Inbound cover temps including managing their rotas and working with the budget
- To look after the budget for the inbound temps, with support from the Team Leader

B) Supervisor Responsibilities

- Lead the Inspire team (which include the Inspire Team Specialists x2) in the absence of the Inspire Team Leader.
- To manage decisions about Inspire in the Team Leaders absence
- Feed into the strategy of Inspire by giving the Team Leader suggestions for improvement and development of the team and the work.
- To help prioritise and manage the workload of the Inspire Team on a day-to-day basis, in consultation with the Inspire Team Leader
- To be responsible for working with the Events Manager to decide which members of Inspire attend festivals, without compromising the Inbound phone service which could result in loss of revenue
- To help maintain noise control in the Inspire room and ensure team members are not distracted.
- To play a key role in motivating and encouraging other team members, drawing out their potential and helping sharpen their skills.
- To foster a healthy working environment, displaying awareness of how each team member works best.
- To feed in ideas for the ongoing development of the Inspire Team operations to the Inspire Team Leader
- Contribute to the research and evaluation of new initiatives, informing the Inspire Team Leader of these findings
- To implement and evaluate, alongside the Team Leader, any training or working practices appropriate for the Inspire Team
- To assist with training of new staff and training and development of current staff
- To assist with the planning of any new calling campaigns if needed
- To attend key meetings and briefings to represent the Inspire Team and Supporters and draw up briefing notes for the Inspire Team.
- To gain a comprehensive understanding of CRM and help ensure a smooth implementation of all ongoing Inspire processes within this new framework
- Together with the Team leader, to ensure that the Inspire Team operates fully within any legislation applicable for that environment and to keep abreast of any changes in policy and law and implement them
- To assist the Team Leader with updates of Inspire procedures and codes of practices if required

- To help answer questions from the rest of the Inspire Team and provide on-hand support with difficult phone calls or emails reporting any concerns about well-being to the Team Leader. This can include debriefing team members after abusive calls or calls with emotionally challenging content and supporting them during difficult calls
- To investigate and solve supporter queries that lie beyond the scope of the team members
- Monitor and assume responsibility for the supporter feedback process, including the effective management of complaints. Produce a monthly report using CRM queries, Excel and Word. Assist the Team Leader in presenting this report at a monthly meeting with key stake holders.
- Work with the Team Leader to develop and nurture a culture of excellence that exceeds the expectation of all supporters by going above and beyond what is normally expected.
- To support the Inspire Team Leader in other tasks or projects as required
- Maximise supporter experience and involvement with Open Doors and creatively explore new ways of interacting with our supporters
- Run daily check-ins with the team in absence of the Team Leader
- In the absence of the Team Leader, lead monthly meeting updating some of the wider office on feedback received from supporters

C) Communication with Supporters and Administration

The supervisor needs to be able to do all the tasks of the Team Member to a high standard, including:

- Handle communication with supporters, volunteers and churches to an exceptional standard. This includes inbound and outbound verbal and written communication, include complaints, praying for supporters on the phone, speaking to vulnerable supporters and researching about the persecuted church
- Use various IT systems to a high standard including CRM, DT phone system and Microsoft Teams
- Be administratively tight and handle supporter details and financial information in compliance with GDPR and PCI

D) Requests For Help

The primary accountability for requests for help sits with the Inspire Requests for Help and Safeguarding specialist. However, in the absence of this person, the Supervisor takes all requests for help emails and social media messages, responds to them if safe to do so, and passes them on to field safely, in line with procedure. This requires having an up-to-date knowledge and understanding of these complex processes and dealing with emotionally challenging content.

E) External Events

- To attend and support additional external events as required, such as the Standing Strong Conference.
- To act as a Team Leader at festivals, if required.

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

There will be many ways you can apply your Christian faith and the outworking of your faith to the context of Open Doors. The list below are some of the expectations of this role but it 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 or leading meetings, retreats, days of prayer and fasting
- Committing to private prayer for the work associated with this role 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:

Competency

- Experience of working in a customer service environment.
- Ability to motivate and inspire others and foster an enthused and effective working environment
- Ability to respond to and communicate changes and challenges in a positive way
- High level of accuracy and attention to detail
- Self-motivated with the ability to prioritise and meet deadlines and manage a busy and varied workload.
- Excellent interpersonal skills and ability to deal with 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 with a calm approach.
- Demonstrate broad understanding of the Church / Christian community throughout the UK & Ireland.
- Strong computer skills with a very good knowledge of MS Office and Database and ability to research, teach and advise on these systems with others
- Ability to work collaboratively across teams
- Ability to learn information quickly and then share it with others or advise on it.
- Ability to investigate and solve problems to satisfactory conclusion
- Educated to Degree level or equivalent is desirable
- Strong leadership skills
- Ability to think strategically and innovatively and adapt to changing circumstances/needs

Character

- Ability to work effectively under pressure, and be self motivated to ensure standards and deadlines are met
- Ability to maintain a calm head and display emotional resilience
- The 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. Ability to foster an enthused and effective working environment
- Ability to befriend people.
- Highly motivated, proactive, positive and enthusiastic.
- Responsible and mature outlook.
- Be able to work extended hours (on a rota) and occasional weekends
- Willingness and ability to work in and lead a team
- An enthusiastic individual who has a 'can do' attitude
- Self-motivated
- Demonstrates a high level of commitment
- Patient and caring attitude, especially when teaching and helping others

Culture

- A team player able to work with a diverse group of people.
- Able to reflect Open Doors' core values.

- Committed Christian who believes in prayer and can offer spiritual encouragement and support to others.
- Chemistry with Open Doors Staff
- Commitment to Open Doors Core Values

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

- Experience of extensive use of Dynamics Telaphony and a CRM system, including emails on CRM
- Experience of working consistently with operational processes
- Experience of prayer ministry
- Experience of managing people and teams
- Experience of working consistently with operational processes
- Experience of handling feedback and complaints
- Demonstrate broad understanding of the Church / Christian community throughout the UK & Ireland
- Experience of prayer ministry
- Experience of supporting vulnerable adults and dealing with safeguarding issues.
- Passion for supporting the persecuted church and ability to use this passion to authentically inspire others to support the persecuted church

A criminal records check may be requested in the event of a successful application.