



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.

Job summary

As a member of the Inspire phone-cover team, you will provide phone cover for the Inspire Team as and when needed. By doing this, you will help the Inspire Team to build relationships with supporters, volunteers and churches. The role demands outstanding verbal communication skills, the ability to engage with people from a variety of backgrounds, strong computer skills, a keen eye for detail and the ability to remain organised and administratively tight in a busy environment. Team members also offer to pray with supporters daily and as such must have a heart for prayer.

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

Hours will be claimed via timesheets as they are worked. They may change and are not set in stone but are likely to include the following:

- a regular weekly commitment on a Wednesday of 9.00 am to 11am
- a regular monthly commitment on 3rd Tuesday of the month from approx. 10am-3pm
- ad hoc hours 4-6 times per year for a day or half a day

You will be on a casual contract so you will be able to accept the work or decline it as offered, however, we are looking for someone who is confident they will be able to work the regular timeslots, and will likely be able to work the other days.

Responsibilities and requirements

We appreciate that the role is not a weekly one and whilst you'll need to be able to confidently manage inbound calls, 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 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
- 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, but also communicate when a call or email has been personally difficult and request the relevant support

B) Administration

- Utilise the IT infrastructure (computer, phone and database systems) to ensure efficient, consistent working practices across the team
- 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 work effectively under pressure, to ensure standards and deadlines are met
- 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 befriend people
- able to work to a consistently high standard and follow given procedures
- strong IT skills, including use of Microsoft Office
- high level of resilience when dealing with emotionally difficult calls

Character

- commitment to Open Doors and the team, even though work is ad hoc / part-time
- highly motivated, proactive and enthusiastic
- responsible and mature outlook
- reliable

Culture

- able to reflect Open Doors' Core Values
- committed Christian who believes in prayer and can offer spiritual encouragement and support to others

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
- ability to work consistently with operational processes
- experience of handling feedback
- understanding of prayer ministry
- knowledge of or interest in the Persecuted church
- experience of working in a customer service environment

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