



## **VISION STATEMENT: TOGETHER WE ARE WORKING FOR A WORLD WHERE ALL CAN EXPERIENCE FAITH IN CHRIST AND THE ABUNDANT LIFE ONLY HE CAN PROVIDES.**

### **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Supporter Services Manager
<b>RESPONSIBLE TO:</b>	Operations and Resources Team Leader
<b>DEPARTMENT:</b>	Department for Communications and Fundraising
<b>INTERNAL RELATIONSHIPS:</b>	Operations and Resources Team, Finance Team, Supporter Engagement Team, People & Culture, Mission Personnel
<b>EXTERNAL RELATIONSHIPS:</b>	Supporters and Donors, Church Role Holders
<b>LOCATION/TRAVEL TO:</b>	BMS Didcot/hybrid working
<b>JOB TYPE/HOURS:</b>	Full time, permanent
<b>GRADE:</b>	3a

## **JOB OVERVIEW**

**This role sets the standards for excellent supporter care, helping our Supporter Services team to meet and exceed supporter expectations in responding to donations and queries.**

You are responsible for leading the team that processes donations received by the charity and producing thank you letters and receipts. You will lead the team to perform supporter services to individual supporters and churches including database changes, resource orders and general enquiries. You will be passionate about excellent supporter service and will be proactive looking at ways to improve systems and processes to deliver better care.

You will work closely with the Finance Team and Supporter Engagement team to ensure the accuracy of income figures, gift aid and GDPR compliance.

As part of this supporter-focused team, this is a role where flexibility and team working are important, especially during periods of increased volumes of donations.

# ROLE AND RESPONSIBILITIES

## 1. LEADING THE TEAM

- Line manage four team members including recruitment, induction, appraisal, training and development.
- Ensure that the workload and phone calls are responded to within agreed service levels including holiday cover.
- Provide support and leadership for the team, building on a culture that is professional, customer service focused, flexible and collaborative.
- Establish effective ways of working and a continuous improvement culture within the team.
- Work closely with the Operations and Resources Team leader and Financial Management Partner to set and maintain standards for financial accountability and service levels for supporter care.

## 2. DONATION INCOME

- Oversee the processing of all donations received by BMS. This includes downloading and analysing the daily income bank statements, gathering and collating information as required, preparing bank statement batches for processing, processing the donation income onto the database, ensuring donations are processed in accordance with donors' instructions and producing appropriately worded receipts and letters of acknowledgement.
- Work alongside the team to process the income during busy periods.
- Receive and deal with enquiries from supporters relating to their donations.
- Work closely with the Finance Team on transferring details of the donations from the database to the accounting system on a monthly basis.
- Scan and prepare files and documents for audit purposes.

## 3. SUPPORTER SERVICES

- Provide excellent supporter care through all communications, written or verbal, to show our appreciation and to build effective relationships with our supporters.
- Support the team to respond to database changes and resource orders.
- Ensure that thank you letters or emails and receipts go out on time and to a high standard.
- Handle any complaints with sensitivity and liaising with relevant colleagues in compliance with the Complaints policy.
- Record and update GDPR information, in compliance with GDPR regulations.

## 4. TEAM WORKING

- Work in close collaboration with the rest of the Operations and Resources team, the Supporter Engagement team and the Finance Team.
- Work closely with the Database and Events Officer to be reactive and proactive to database changes and improvements.
- Regular attendance at team and departmental meetings, which may include cross departmental teams.
- Maintenance of operational guidelines for your area of work.

## 5. GENERAL

- Participate in the development of organisational culture through prayer, staff away days, organisational events, training and consideration for those we serve overseas and our supporter base.
- Work in accordance with BMS values, policies and procedures.
- Specific learning and development opportunities that support organisational development.
- Specific learning and development as agreed with your line manager related to your role.
- Such other duties as your line manager may from time to time consider necessary and suitable.

## **SKILLS, KNOWLEDGE AND EXPERIENCE**

### **Essential**

Excellent interpersonal skills and ability to communicate well both verbally and written.

Excellent customer service skills.

Experience of working with external donors or clients.

Experience of establishing processes and service levels, including ways of monitoring performance against these.

Good attention to detail.

Good numeracy and analytical skills.

Computer literate with proficiency in MS Excel, Word and Outlook. Mail merge experience would be advantageous.

Experience of Raisers Edge/fundraising database or willingness to learn.

Experience of leading a team.

Ability to work independently and to work flexibly in a small multi-disciplinary team.

Ability to plan and manage own tasks within agreed timeframe, with a willingness to ask for support and training when necessary.

Ability to be tactful and maintain discretion.

### **Preferred**

Experience of working in the charity sector or in a customer service environment.

Experience of working with a database such as Raisers Edge or Microsoft Access.

Experience of income processing.

Experience of line management.

Experience of leading a small to medium team.

Office experience (either through employment or work experience).

## **PERSONAL QUALITIES**

### **Essential**

Friendly and approachable.

Mature attitude and professional approach to the task and the team.

Commitment to personal integrity and honesty.

Take confidentiality seriously and appropriately.

Work relationally and collaboratively.

Be self-aware, be comfortable with vulnerability and remain resilient.

Personal values align with BMS' mission, values, and goals.

Be comfortable working in an organisation whose approach to bringing justice and compassion is inspired by Jesus.

## **SPECIFIC OCCUPATIONAL REQUIREMENTS**

The job-holder must have the right to live and work in the UK.

The job-holder must be fully in sympathy with the BMS vision statement.

**APPROVED BY LINE MANAGER: Geneve Neil**

**Date: 19/9/2024**

**REVIEWED BY DIRECTOR: Helen Harris**

**Date: 26/9/2024**