



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

JOB DESCRIPTION

JOB TITLE:	Supporter Services Team member
RESPONSIBLE TO:	Supporter Services Manager
DEPARTMENT:	Department for Communications and Fundraising
INTERNAL RELATIONSHIPS:	Operations and Resources Team, Finance Team, Supporter Engagement Team, People & Culture, Mission Personnel
EXTERNAL RELATIONSHIPS:	BMS supporters and donors, church role holders, council members, financial providers, bank operators, suppliers.
LOCATION/TRAVEL TO:	Didcot
JOB TYPE/HOURS:	Full time, permanent
GRADE:	6

JOB OVERVIEW

The Supporter Services team member sets the standard for excellent supporter care, ensuring every interaction reflects a commitment to accuracy, responsiveness, and heartfelt appreciation.

This role is central to processing donations, maintaining CRM records, and producing thank you letters and receipts. Income processing through bank statement analysis and direct debit administration requires precision and strong attention to detail. But at the heart of this role is a desire to connect with supporters and give them a great experience of supporting BMS. This involves phone call handling and emails with professionalism and warmth.

This role is part of the Supporter Services team within Operations and Resources. As a team they work closely with the Finance and Supporter Engagement teams to ensure income accuracy, gift aid compliance, and GDPR integrity. It supports all teams that rely on database information, especially around financial data, and contributes to good data health.

This role has a significant responsibility for maintaining the charity's financial and relational integrity. It requires flexibility and teamwork, particularly during busy donation periods.

ROLE AND RESPONSIBILITIES

1. Income processing and thanking

- Downloading and analysing the daily income bank statements
- Preparing bank statement batches for processing, gathering and collating information
- Identifying source of donations. Processing of donation income onto database including identifying donors, so where possible their gifts are recorded on their records including those received via third parties
- Ensuring donations are processed in accordance with donors' instructions so funds are allocated to the correct appeal, campaign etc. Identifying income as restricted, designated or unrestricted as required
- Recording gift aid information and scanning and filing of any paper declarations.
- Liaising with relevant colleagues advising them of any significant donations in accordance with procedures i.e. large gifts or gifts from Trusts, legacies.
- Committing batches in Raisers Edge to enable efficient workflows
- Producing appropriately worded receipts and letters of acknowledgement, from a pool of templates. Then checking them and printing and posting them from the office
- Open daily post and process cheques according to the team schedule
- Process the cheques batches and bank according to the team schedule
- Maintenance of operational guidelines for your area of work
- Take a proactive approach to suggesting improvements to systems and processes.

2. Supporter relationships

- Provide excellent supporter care through all communications, written or verbal, to show our appreciation and to build effective relationships with our supporters
- Receiving and dealing with enquiries from supporters relating to their donations to BMS
- Receiving phone calls from the donation hotline
- Responding to enquiries from central BMS email inboxes
- Handling any complaints with sensitivity and liaising with relevant colleagues in compliance with the Complaints policy
- Occasionally make proactive phone calls to supporters as part of a phone campaign.

3. Direct debits

- Assist the Supporter Services Manager with direct debit administration
- Processing direct debit instructions (including setting-up, amending and cancelling) and twice monthly claim onto the database from BMS World Mission supporters
- Preparing direct debit instructions and twice monthly claims for submission to bank.

4. Database maintenance

- Record interactions with supporters on the CRM database
- Work with the Finance team and Database Officer to ensure GDPR compliance
- Stay up to date with relevant specialist knowledge of GDPR regulations and the Fundraising Code of Conduct
- Attend training events and workshops to stay up to date with new database developments and new functionality

5. OTHER DUTIES

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

PERSON SPECIFICATION

SKILLS, KNOWLEDGE AND EXPERIENCE

Essential

Excellent attention to detail

Excellent numeracy and analytical skills

Experience working a public facing role

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

Excellent interpersonal skills and ability to communicate and relate well to a wide range of people inside and outside the organisation, including supporters and auditors, both verbally and written.

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

Methodical approach to work within agreed timeframe, with a willingness to ask for support and training when necessary.

Personal integrity – demonstrable sense of commitment to openness, honesty and high standards in undertaking the role

Fluency in English with excellent writing and speaking in both

Preferred

Experience of fundraising databases or willingness to learn

Experience of inputting data into a database such as Raisers Edge or Microsoft Access

Understanding of GDPR regulations

Office experience (either through employment or work experience)

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

Previous experience in a faith-based charity

International experience

PERSONAL QUALITIES

Essential

Mature, faithful and professional approach to the task and the team

Have the highest level of integrity and standard of excellence

Take confidentiality seriously and appropriately

Demonstrable servant hearted qualities

Work relationally and collaboratively

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

Comfortable with expression of values as inspired by Jesus Christ

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

SPECIFIC OCCUPATIONAL REQUIREMENTS

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

The job-holder must be a committed Christian, fully in sympathy with the BMS vision statement.

SAFEGUARDING:

A *basic adult regulated activity* DBS check is required

APPROVED BY LINE MANAGER:

Date:

REVIEWED BY DIRECTOR:

Date: