

## **European Christian Mission (Britain) - Job Description Supporter Engagement Officer**

**Reports to:** British Director

**Accountable for:** None

**Work Location:** ECMB office, Northampton, with some flexibility for occasional homeworking

**Hours:** up to 21 hours per week, to be spread over 3 or 4 days

**Contract type:** Permanent, subject to satisfactory references, proof of right to live and work in the UK, and a 6-month probationary period.

**Main purpose of job:** This is a key role in the office team as the first point of contact with ECMB, ensuring that proactive and reactive communication with supporters and churches regarding finance, donations and prayer is of the highest standard. This postholder must therefore be able to communicate sensitively ECMB's charitable objects, mission, vision, and Christian ethos to our Christian supporters and enquirers/business contacts of other faiths and none. There is also responsibility for recording communications and maintaining office systems such as ThankQ.

### **Responsibilities**

Including, but not limited to:

1. Assist with promotional activities including social media and website.
2. Handle all aspects of distributing our Prayer Diary, including printing, mailing, emailing and recording on ThankQ.
3. Relate to outside suppliers regarding quotes, job orders and invoices, ensuring these are forwarded for payment and filed
4. Communicate with ECMB supporters by telephone, email and letter.
5. Make alterations to database records on ThankQ as required, ensuring that all communications whether phone, e-mail or letter are logged.
6. Prepare an acknowledgement letter template for each month.
7. Help to organise market research as required.
8. Answer reception telephone and respond to enquiries (including answerphone).
9. Check emails and reply or forward on as appropriate.
10. Open general post and distribute as appropriate.
11. Open donation letters and pass to the Support Services Administrator.
12. Welcome visitors to the office.
13. Work with colleagues to ensure that enquiries from supporters are responded to quickly and accurately.

14. For credit card donations received by post or phone call, enter details on Credit Card Form and pass to Finance.
15. Send acknowledgements (via ThankQ) by letter or email promptly and professionally, ensuring to personalise each one in relation to any accompanying letter received with gift or specifics shared re intended destination of gift.
16. File all hard copy correspondence in the Donor folder for the current month.
17. Assist the fundraising function by compiling and distributing financial and statistical information.
18. Assist in creation of reports for trust grants and giving statements for donors.

### **General Duties:**

1. Attend staff prayer meetings, including sharing items for prayer from supporters and giving a short (2 minute) biblical reflection every 2 months.
2. Adhere to the Data Protection Act as it relates to personal information held about our supporters.
3. Maintain a commitment to ongoing personal and professional development.
4. Develop and maintain good relationships with staff, trustees, ECMB missionaries and other ECMI colleagues as required.
5. Undertake any other tasks as may be reasonably requested from time to time by your line manager.

### **Person specification**

#### **Essential skills:**

- Complete tasks efficiently and to a high standard with a strong eye for detail.
- Administrative experience and able to manage multiple tasks.
- Be a team player, willing to contribute at team meetings.
- Ability to work both independently, using initiative, and under direction.
- Competent in use of a range of software packages including MS Office.
- Comfortable with using email and Zoom.
- Able to prioritise and work flexibly.
- Able to maintain confidentiality.
- Excellent interpersonal and time management skills.
- Have a Christian faith and be able to agree to ECMB's Statement of Faith.

#### **Desirable requirements:**

- Experience working in a marketing role and/or progress with marketing qualifications.
- Experience of ThankQ donor database or similar systems.
- Some experience working in, and representing a UK charity, church and/or mission organisation.

**How to apply:** If you would like to receive an application pack, please download from our website at: [ecmbritain.org/we-are-hiring](http://ecmbritain.org/we-are-hiring) If you have any questions please email [personnel@ecmi.org](mailto:personnel@ecmi.org) or telephone the office on 07511 530642.

**Closing Date: 9am Monday 27<sup>th</sup> June**

**Interview Date: Tuesday 5<sup>th</sup> July and/or Tuesday 12<sup>th</sup> July**

June 2022