

## JOB DESCRIPTION

<b>Job Title:</b>	Supporter Engagement Officer
<b>Hours:</b>	Minimum 3 days/22.5 hours per week (flexible up to FT hours)
<b>Responsible to:</b>	Director of Engagement
<b>Location:</b>	Tyndale House, Cambridge (Hybrid working considered)
<b>Salary:</b>	£28,000 - £32,000 (dependent on experience)
<b>Key Benefits:</b>	9% employer Pension Contribution; 30-days' annual leave allowance and 4 x salary life insurance

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Tyndale House is an international centre for research that specialises in the languages, history and cultural context of the Bible. We bring together outstanding Christian researchers from around the world with the aim of developing Bible literacy in the Church and beyond. We want to enable all those who read the Bible to understand and appreciate it more.

The Supporter Engagement Officer plays a key role in engaging, involving and inspiring all supporters of Tyndale House through building excellent relationships via a variety of communication channels. One of our ambitious plans for 2024 and beyond includes a capital campaign to rebuild our 1960s library into a state-of-the-art facility. We are looking for people to work with us to make this vision a reality.

You will be integral to achieving our strategic priorities of generating income through repeat support, and providing exceptional journeys for our community of supporters, ensuring they feel valued and engaged. The role will provide strategic support to the Director of Engagement and work with the communications and development team to ensure that our outputs are cohesive and coherent.

The successful candidate will have experience in a similar role, ideally within the Charity sector. He/she will be a self-starter, highly motivated and with the ability to work well as part of a team.

As the postholder will be working with Tyndale House donors, there is an Occupational Requirement for them to be an active, practising, evangelical Christian in whole-hearted and unreserved agreement and support for the Tyndale House doctrinal basis and ethos. In addition, the successful candidate must demonstrate a willingness to engage with the community life at Tyndale House.

## Principal Accountabilities

### 1. UK Engagement

- 1.1. Support our work in raising awareness of Tyndale House, on a local, national and international level.
- 1.2. Administer a programme for increasing Tyndale House's visibility and relations with Christian organisations and institutions.
- 1.3. Under the direction of the Fellow for Public Engagement, co-ordinate a sustainable programme of current reader, alumni and church engagement programmes.
- 1.4. Co-ordinate and act as the first point of contact for Tyndale House's external speaking engagement programme.

### 2. Supporter Communications

- 2.1. Develop and maintain a positive and professional relationship between TH and its supporters through various communication mediums to maintain and grow their support.
- 2.2. Take responsibility for shaping and implementing monthly giving programmes and regular giving appeals, working closely with the communications team to ensure maximum impact across our channels.
- 2.3. Provide support and update social media channels when needed, targeting our audiences with engaging content and messaging.
- 2.4. Organise and implement physical and virtual supporter events and associated record keeping and follow up activities.
- 2.5. Maintain TH's supporter relations database (Donorfy) and ensure a joined-up, efficient and accurate supporter relations programme including responding to queries from donors, fundraisers, members and the general public by phone, email or letter.
- 2.6. Deliver outbound communications as required, including event invitations, donor care calls and sponsorship follow ups.
- 2.7. Gather information on the charity's work and disseminate to the team, to ensure accurate and up to date messaging to supporters.
- 2.8. Prepare and mail fundraising materials and other relevant information as required.
- 2.9. Liaise with American Friends of Tyndale House (AFTHC) to ensure joined up events and campaigns.
- 2.10. Collect and share case studies and stories which illustrate the importance of the charity's work and the variety of fundraising activities available.

### 3. Trusts and Foundations

- 3.1. Perform regular research on public and private foundations.
- 3.2. Make initial contact with trusts and foundations, raising awareness of Tyndale House.
- 3.3. Take responsibility for trust and foundation applications with a value below £25,000.
- 3.4. Support the Director of Engagement to plan and prepare trust and foundation applications with a value above £25,000.

#### **4. Other Duties**

- 4.1. Co-ordinate monthly development meetings and follow up on relevant action items.
- 4.2. Identify any possible conflicts between fundraising activities and the organisation's values, mission, vision and plans.
- 4.3. In liaison with the Director of Engagement, maintain and communicate updates to our fundraising policies, procedures and best practice and recommend changes, as appropriate.
- 4.4. Participate in specific internal projects as agreed.
- 4.5. Other tasks as they arise and are agreed which are necessary to fully fulfil the role.

#### **5. Key skills and Experience Specification**

- 5.1. Willing to promote and work according to the Christian ethos of Tyndale House
- 5.2. Previous experience working in charity fundraising and development.
- 5.3. A keen visual eye and experience with InDesign or equivalent.
- 5.4. Ability to generate ideas and initiate connections.
- 5.5. Ability to work in an office environment that often demands high levels of concentration, while coping with frequent interruptions.
- 5.6. Ability to communicate effectively on the telephone and in person.
- 5.7. Strong attention to detail and ability to produce work with a high level of accuracy.
- 5.8. Good organisational and workload management skills specifically with the ability to prioritise own work and reprioritise when necessary.
- 5.9. Integrity and understanding of care needed with sensitive information.
- 5.10. Able and willing to participate in the wider community life of Tyndale House, including social occasions with residents and readers.
- 5.11. Assist with fire evacuation procedures and comply with health and safety requirements.
- 5.12. Actively engage with appraisal processes and take responsibility for own training and professional development.
- 5.13. Keep up to date with all organisational policies and comply with their requirements.

## **Tyndale House: Core beliefs and values**

The ethos of Tyndale House is derived from the organisation's core charitable purpose as defined in its objects and doctrinal basis, namely to advance the evangelical Christian religion through promoting evangelical biblical scholarship and research.

### **Doctrinal Basis**

As an organisation committed to the promotion of the evangelical Christian religion we are committed to the fundamental truths of Christianity, as revealed in Holy Scripture, as the basis for our activities. These include:

- a) There is one God in three persons, the Father, the Son and the Holy Spirit.
- b) God is sovereign in creation, revelation, redemption and final judgement.
- c) The Bible, as originally given, is the inspired and infallible Word of God. It is the supreme authority in all matters of belief and behaviour.
- d) Since the fall, the whole of humankind is sinful and guilty, so that everyone is subject to God's wrath and condemnation.
- e) The Lord Jesus Christ, God's incarnate Son, is fully God; he was born of a virgin; his humanity is real and sinless; he died on the cross, was raised bodily from death and is now reigning over heaven and earth.
- f) Sinful human beings are redeemed from the guilt, penalty and power of sin only through the sacrificial death once and for all time of their representative and substitute, Jesus Christ, the only mediator between them and God.
- g) Those who believe in Christ are pardoned all their sins and accepted in God's sight only because of the righteousness of Christ credited to them; this justification is God's act of undeserved mercy, received solely by trust in him and not by their own efforts.
- h) The Holy Spirit alone makes the work of Christ effective to individual sinners, enabling them to turn to God from their sin and to trust in Jesus Christ.
- i) The Holy Spirit lives in all those he has regenerated. He makes them increasingly Christlike in character and behaviour and gives them power for their witness in the world.
- j) The one holy universal church is the Body of Christ, to which all true believers belong.
- k) The Lord Jesus Christ will return in person, to judge everyone, to execute God's just condemnation on those who have not repented and to receive the redeemed to eternal glory.

Central to this doctrinal statement is our understanding that Jesus Christ is Sovereign over all aspects of life and that the advancement of the evangelical Christian religion involves promoting both belief and behaviour which honours Jesus Christ and is in accord with Holy Scripture.

## **Tyndale House Ethos and Code of Conduct**

In order to fulfil the charitable objectives of Tyndale House, the trustees are committed to establishing and maintaining a distinctive ethos. They recognise that the objectives of Tyndale House can only be understood and achieved in a manner which is consistent with Evangelical Christian purposes and patterns of behaviour which accord with a historic understanding of the ethical implications of the Christian faith.

### **Core Values:**

Our core values follow from our core beliefs and are:

#### ***Love for God***

God created humans to be in loving relationship with him. We express our love for God in love for his word, unconditional obedience to it, worship and prayer.

#### ***Love for fellow humans***

God created humans to be in self-giving, loving relationships with each other and made the church to show God's love for it, by the way its members love one another and also demonstrate love for the neighbour outside the church by working for the common good. God has made families as special places for the display of love, and created the self-giving lifelong exclusive union between a male and a female as his intended context for all sexual activity and for the propagation of humanity.

#### ***Love for truth***

We love the supreme truth of Christ and therefore love all that he has revealed in the Scriptures, which are true in their entirety. In academic research we measure all things by the Scriptures, which are the highest standards of truth, and seek to live lives consistent with the truth.

### **Practical applications of core beliefs, values and ethos**

In the light of the above employees of Tyndale House and those living within the community are required and expected to support the Evangelical Christian ethos of the charity. They should not exhibit behaviours or undertake activities, or communicate in ways which are damaging to the ethos or reputation of Tyndale House.

In its employment practices, Tyndale House is committed to maintaining its distinctively Evangelical Christian ethos. All staff, including those who hold posts where there is no genuine occupational requirement to be an Evangelical Christian, are required and expected to support the Evangelical Christian ethos of the Charity both in their work and their lifestyle whether at work or away from work. Trustees have a duty to maintain this ethos by ensuring that staff who are appointed to positions of leadership or influence within the organisation demonstrate their commitment to this ethos through enthusiastic commitment to the Tyndale House doctrinal position, its core values and

its ethos, and are members in good standing within a Christian Church where there is an occupational requirement for a postholder to be an Evangelical Christian.

Tyndale House welcomes those of other faiths and those who have no formal faith who can demonstrate their support for the work of Tyndale House and their willingness to respect the overriding ethos and purposes of Tyndale House and its operation. Such partners must be treated fairly, respectfully and without discrimination within the context of the ethos and values of Tyndale House.