

Job description

Customer and Support Services Coordinator

Who we are

BRF Ministries is a Christian charity. We are the home of Anna Chaplaincy. Living Faith, Messy Church and Parenting for Faith. We resource both the spiritual journey of individuals and the mission and ministry of local churches.

Our vision - Inspiring, equipping and supporting people of all ages to grow in Christian faith.

This is at the heart of what we are committed to do at BRF Ministries.

- **Inspiring** because we're all looking for new ways to explore and embrace Jesus.
- **People of all ages** because it's never too late and never too early to find faith.
- **Grow** because life is all about moving forwards.
- **Christian faith** because we're truly proud to be doing God's work.

We work with and through churches to see more people, whatever their age, wherever they are on the journey towards God...

- growing in understanding of the Bible
- encountering God and experiencing vibrant Christian faith
- equipped to exercise gifts in leadership and ministry.

We are a values-led organisation. Our values, which are at the heart of all we do, are:

We respect others.

We value the contributions of every individual, are honest with each other and allow people to experiment and try new things

We give our best.

We achieve the best results with the time and resources available

We are collaborative.

We seek opportunities to build relationships and work with others towards shared goals

We are adaptable.

We have positive, can-do attitudes, demonstrating flexibility in our approach and determination to succeed.

We are creative.

We encourage pioneering ideas and ways of thinking, continually looking for ways to improve what we do.

The role

Main purpose: To provide excellent customer and support services for BRF's work.

Reporting to: Supporter Services Supervisor

Location: BRF office, Abingdon

Hours: Full-time (37.5 hours per week worked Monday to Friday 9:00 am – 5:30 pm)

Salary: £23,400

Main areas of responsibility

As part of the Supporter Services team:

- Respond to customer queries received by telephone, letter, and email, always providing a high standard of customer service.
- Process books, subscriptions and events orders received by post, telephone and online.
- Pack and post orders that require sending from the office.
- Process donations received by all forms, including web donations.
- Allocate payments received by BACS, cheque, or credit card.
- Conduct sales ledger reconciliations.
- Open and distribute the post.
- Assist in credit control.
- Manage office stock levels.
- Assist in processing of renewals and subscription releases.
- Order office and event stock.
- Circulate advance copies.
- Assist finance team with statements to account.
- Administrative support to the Operations team as required.

Skills and experience

- Previous experience delivering high levels of customer service.
- Excellent communication and interpersonal skills, high degree of confident on the phone.
- Proficiency in using Microsoft Office, order processing and accounts packages.
- Ability to work well under pressure and to multi-task.
- Excellent literacy and numeracy skills with a high level of accuracy and attention to detail.
- Reliable and consistent.
- Ability to work in a team with a flexible and positive attitude towards sharing tasks and workloads.
- Strong commitment to the aims of the organisation.

Benefits

- 25 days' holiday per annum, plus bank holidays (increasing to 30 days plus bank holidays after five full years' service)
- Additional days off between Christmas and New Year
- Auto enrolment pension scheme (8% employer contribution, 3% employee contribution)

- Private Health Insurance (after successful completion of probation period, subject to underwriting)
- Flexitime scheme allowing employees to accrue time and earn additional days leave (after successful completion of probation period)
- Employee Assistance Programme with access to financial advice, career coaching and counselling
- Staff discount scheme with Reward Gateway
- Learning and development opportunities
- BRF is proud to be an accredited Living Wage employer.

We welcome applicants from all backgrounds and communities, in particular those that are under-represented within our staff team. This includes, but is not limited to, people from Black, Asian, and other ethnic groups.

To apply, please complete the application form and return to peopleadmin@brf.or.uk

By applying for this role, you agree to BRF Ministries processing your personal data supplied in your application for the purpose of recruitment and selection. For further details regarding how BRF Ministries processes personal data, please visit www.brf.org.uk/privacy-policy/

Closing date: 18 May 2024 at 23:30.

Applications, shortlisting, and interviews will occur on a rolling basis and the position may be closed early if a suitable candidate is found, so apply early if you are interested in the role.