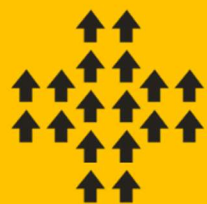


# Customer Service Team Leader

Role Description and Recruitment Pack



# Contents

|  |   |
|--|---|
| Contents.....                              | 2 |
| Role overview.....                         | 3 |
| Why this position is important to us.....  | 3 |
| The impact you will have in this role..... | 3 |
| Welcome to Stewardship.....                | 4 |
| Our vision, mission and values.....        | 4 |
| Job detail.....                            | 5 |
| Main responsibilities.....                 | 5 |
| It's all about you... ..                   | 6 |
| Desired skills and experience.....         | 7 |
| Working for Stewardship.....               | 8 |
| How to apply for this role.....            | 9 |

## Role overview

|                      |  |
|----------------------|--|
| <b>Title:</b>        | Customer Service Team Leader   |
| <b>Hours:</b>        | 35 hours per week.   |
| <b>Contract:</b>     | Permanent  |
| <b>Location:</b>     | 1 Lamb's Passage, London, EC1Y 8AB<br>There is some flexibility to work remotely, although you must be able to work in the office at least two days per week, or as the organisation requires. |
| <b>Reports to:</b>   | Head of Customer Service   |
| <b>Salary:</b>       | £35,000 per annum  |
| <b>Closing Date:</b> | 12 noon on 6 <sup>th</sup> January 2025<br>Interviews from 10 <sup>th</sup> January 2025   |

## Why this position is important to us

This is a key role within a new team dedicated to delivering outstanding customer service. The team will be the first point of contact for all of Stewardship's customers, especially those using our giving platform. In this role, you will leverage your customer service expertise to help team members shine as they understand client needs, assist with a diverse range of enquiries, and resolve issues promptly to deliver an exceptional and joyful experience for every customer that brings our mission and values to life. You will embody Stewardship's values as you lead the team with a servant heart, enabling your team members to grow in confidence and skills to be the best they can be.

We're looking for a warm, customer-focused individual who is passionate about delivering great service, creating meaningful connection with Stewardship's customers and prospective customers, and helping those we serve be the best stewards of the resources God gives them.

You will be responsible for line managing a team of Customer Service Executives who will be the first point of customer contact across all our service offerings. As such you will be training, mentoring and leading by example those you manage to build confidence and capability to build a high performing, excellent service-focused team.

## The impact you will have in this role

You'll be helping yourself and the team to make giving with Stewardship transformational, through building relationships with some regular customers as well as providing one-off support for others. You and the team will engage the whole breadth of our customers, from those working in churches and charities, to individuals seeking to give generously or raise their own ministry support.

You will be a trusted and reliable leader, present for your team, dedicated to help team members grow and inspired and excited to see them thrive, and deliver first class customer service with joy and understanding of their God-given skills. Your impact goes beyond the team and the customers, requiring close collaboration with other teams such as Customer Operations.

## Welcome to Stewardship

Stewardship serves Christian donors, workers, charities and churches in the UK and beyond called to faithfully steward their personal, professional or ministry resources for God's glory.

Founded over a century ago by a small group of Christians who partnered to facilitate financial support for Christian ministries, today we help over 30,000 people experience the joy of generosity, giving more than £100 million each year in support of over 6,000 charities, 4,000 churches and 2,000 Christian workers.

## Our vision, mission and values

Our vision is to a thriving Kingdom economy where God's people steward resources generously to advance the Gospel. We help Christians be the best stewards of the resources God gives them.

Our four core values underpin all the work we do at Stewardship:



To find out more about Stewardship, [please view our short video clip](#)

# Job detail

## Main responsibilities

- **Leadership.** Lead and inspire a small team to be their best, providing regular feedback on performance and work. Line manage with excellence through regular 1-1's, setting clear and challenging objectives.
- **Oversee and deliver exceptional customer service.** Support the team to provide compassionate, knowledgeable service to all Stewardship customers, in line with our values and act as the first point of contact to ensure that all enquiries are handled efficiently and with excellence. Role model great customer interaction and be the first point of escalation if needed.
- **Manage customer enquiries.** Together with the team, ensure efficient responses to customer contact across all communication channels. Ensure issues and opportunities are promptly addressed, provide appropriate solutions, and when necessary, connect customers with relevant specialist teams to ensure their needs are fully met.
- **Source and provide first class training.** Enable the wider service team to become excellent ambassadors for Stewardship in every customer touchpoint, meeting their needs first time every time. This includes training and understanding of our platforms and CRMs to capture and record important details of customer communications and implement or pass on specific requests.
- **Engage holistically with customers.** Be an enabler of the team to respond thoughtfully and well to unique customer needs to grow a strong relationship with Stewardship across all our service areas. Ensure the team fully understand and can communicate to our customers our mission, vision and values.
- **Learn about everything we do and share it with others.** Participate in ongoing training and actively seek learning opportunities to stay updated on changes to Stewardship's products and services. Encourage the Service team members to set an example of service excellence.
- **Add the sparkle.** Participate in and develop initiatives aimed at deepening customer relationships and demonstrating our values in meaningful ways, such as follow-up calls after major transactions or milestone achievements on the giving platform. Help design and test simple micro-interactions to foster a sense of community and partnership with Stewardship.
- **Together with the team, be the voice of the customer.** Capture and share feedback from customers by relaying common issues or requested features to other service delivery teams. Actively contribute to the successful launch of new products, features or services by engaging with customers and identifying potential areas for refinement.
- **Ensure compliance and data accuracy.** Facilitate team training to be able to meticulously follow all compliance requirements when serving customers, including those related to Gift Aid, anti-money laundering, and fraud prevention, as well as safeguarding policies for vulnerable donors. Ensure that the team fully understand all compliance and due diligence procedures, completing training and refreshers within required timelines.
- **Performance and monitoring.** Feed into the development of strategic objectives that drive customer success, satisfaction and growth. Work to defined targets as set by the Head of

Customer Service. Monitor and report on volumes of customer interactions across all channels and analyse trends to identify areas for improvement in customer service.

- **Product development and enhancement** Work with Customer Operations and Product teams to research, test and roll out new product features and feed into these teams to drive improvements to existing products.
- **Collaborate across teams for optimal service.** Work closely with the Customer Operations and specialist service teams to improve customer experiences, service efficiency and to support strategic growth initiatives. Actively look to share best practice across teams in other departments.
- **Uphold Stewardship's faith-driven values.** Consistently demonstrate Stewardship's values in every customer interaction, embodying a commitment to Kingdom impact through outstanding, faith-driven service. Act as an ambassador for the organisation's mission and values in all communications.

## It's all about you...

We recognise that to be great at your role, there are certain characteristics that are important and others that enable a good fit within our existing team and culture.

- An excellent and inspiring leader with a passion to inspire, develop and empower a team to deliver excellent customer service, serving and coaching the team to always be their best.
- Excellent verbal and written communication skills.
- A motivated self-starter, able to work independently and prioritise tasks. You should be well organised and able to adapt to changing demands on your time and changing situations and workloads.
- You should be comfortable working under pressure to challenging deadlines, able to adapt to rapidly changing situations and workloads, be well organised and able to multi-task.
- IT literate with a good working knowledge of all Microsoft Office products and an aptitude to learn to use new platforms and CRM's.
- You will be a practising Christian and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement. You should also be able to demonstrate enthusiasm for the Christian purposes of the organisation and a readiness to support and contribute to its ethos.
- As part of a brand-new team, you will enjoy being part of building something new and high performing, allowing and inspiring individuals with the responsibility to contribute to team performance and growth.
- You have a passion for serving our customers to your best ability and to inspire your team to do likewise.
- To deliver this role and build team excellence, and to fulfil this role well, you should expect to be present in the London office at least twice a week as directed by the Head of Customer Service.

# Desired skills and experience

| Skills and experience   | Essential | Desirable |
|---|-----------|-----------|
| You have at least 5 GCSE's (or equivalent) at grade 4 or C or above, to include English and Maths.  | ✓         |           |
| You have excellent administrative and co-ordinating skills and attention to detail.   | ✓         |           |
| You have good IT skills and an aptitude for learning to use new software, including customer service software and omnichannel service tools and you have a good working knowledge of all core Microsoft 365 applications.                                 | ✓         |           |
| You are a good communicator by phone and in person, and you have experience working cross departmentally and cross functionally to the benefit of the wider organisation.   | ✓         |           |
| You understand the importance of delivering excellent customer service by phone and by email, sharing customer feedback and being the 'voice of the customer'.  | ✓         |           |
| You have excellent time-management skills, being able to work well under pressure and prioritise tasks under rapidly changing circumstances.  | ✓         |           |
| You have a valid basic DBS certificate or would be prepared to undertake a basic DBS check.   | ✓         |           |
| You have line management experience and/or experience of mentoring and developing people to get the best out of them. You have experience of leading a team, fostering a collaborative work environment that delivers excellence                          | ✓         |           |
| You have previous experience in a customer service role, and you understand the drivers of excellent customer service.  | ✓         |           |
| You have a general understanding of the UK charity sector including compliance and legal aspects around Gift Aid, GDPR, anti-money laundering and safeguarding.   | ✓         |           |
| You have experience of customer service software such as CRM (Customer Relationship Management) tools.  |           | ✓         |
| You understand motivations for Christian generosity and challenges that may be commonplace within the UK Church.  |           | ✓         |
| You have the Right to Work in the UK (we do not offer sponsorship arrangements).  | ✓         |           |
| You will meet our Occupational Requirement to be a practising Christian as an active member of a local church and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement. | ✓         |           |

# Working for Stewardship

## Q. What are the usual working hours?

A. Stewardship's normal office hours are 9am to 5pm, Monday to Friday, but you may be required to work flexibly between 8am and 6pm in accordance with the needs of the organisation.

---

## Q. How much Annual Leave do you offer?

A. All full-time employees receive 27 days Annual Leave, and 8 days bank holiday leave.

---

## Q. What are the pension arrangements?

A. Stewardship offers a generous pension contribution; the equivalent of 10% of your gross annual salary into a group personal pension scheme (applicable after 3 months service).  
A salary sacrifice scheme for personal contributions is also available.

---

## Q. Is it possible to work from home?

A. Yes, we are happy to offer flexibility for this role but would expect you to be able to work in our London office for a minimum of 2 days each week.

---

## Q. What staff benefits do you offer?

A. Once probation has been passed, there are number of benefits available to staff:

- Subsidised exercise membership
  - Hybrid and flexible working options
  - Contribution to your charitable giving account
  - Generous leave allowances
  - Long service awards
  - Participation in the Cycle to Work Scheme
  - Death in Service benefit (4x annual salary)
  - Option to join a Health Cash Plan
  - Interest-free season ticket loan
- 





# How to apply for this role



## Occupational Requirement (OR)

As a result of our Christian ethos, this post is covered by an Occupational Requirement (OR) under Part 1 of Schedule 9 to the Equality Act 2010. The successful applicant will be expected to be a practising Christian and to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement, by:

- Active membership of local church congregation.
- An understanding of the faith aspects of the work of Christian charities, including the preparedness to pray with colleagues, where appropriate.



## How to apply for this position

You can apply online for this role at [www.stewardship.org.uk/about-us/careers](http://www.stewardship.org.uk/about-us/careers)

Please remember to also upload a copy of your C.V. along with a covering letter that demonstrates what you would bring to this role, to Stewardship and how you fulfil the Occupational Requirement.



## Contact us

For any questions or to arrange an informal conversation about this role, please contact Joan Gray, our People, Culture & Place Administrator, on:

Telephone: 020 8502 5600 extension 307

Email: [careers@stewardship.org.uk](mailto:careers@stewardship.org.uk)

### Stewardship

1 Lamb's Passage, London EC1Y 8AB

020 8502 5600

[careers@stewardship.org.uk](mailto:careers@stewardship.org.uk)

[stewardship.org.uk](http://stewardship.org.uk)

---

Stewardship is the operating name of Stewardship Services (UKET) Limited, a registered charity no. 234714, registered in England & Wales, and a company limited by guarantee no. 90305, registered in England & Wales.  
© Stewardship 2021