



Scripture Union

JOB PROFILE: SUPPORTER CARE ASSISTANT

Mission Area	Team
Mobilisation	Supporter Care
Position of Job in Organisation	
The Supporter Care Assistant will report to the Supporter Care Leader.	
About Scripture Union in England and Wales	
Scripture Union is a national mission-movement, helping churches reveal Jesus to the next generation. We equip churches to reach children and young people – especially those outside the church – wherever they are, and in ways that truly connect. Because every young person should have the opportunity to discover Jesus, and too many never will. Through Bible-based resources, practical training and our Revealing Jesus mission framework, we help churches build relationships that lead to faith. Our team of Mission Enablers supports a growing network of Faith Guides – local people, rooted in their communities, revealing Jesus in everyday life.	
Vision of SU in England and Wales	
Our vision is to see a new generation with a vibrant faith in Jesus.	
Purpose of the team	
To promote mission-focused content and activity across the Movement, for the 95% of children and young people who aren't in church, for those who seek to reach and work with them, and for those who nurture them in their new-found faith.	
Purpose of the job	
To be the primary point of contact for supporters and customers. To support and participate in the work of the Mobilisation Team in the promotion, selling and dispatch of SU's mission activities and content. To promote a positive Customer Experience. <i>"Because we loved you so much, we were delighted to share with you not only the Gospel of Christ but our lives as well". 1 Thes 2:8.</i>	
Safeguarding	
All Scripture Union staff take responsibility for protecting children and young people from all forms of abuse and for reporting any disclosures of abuse in addition to suspicions or concerns, in line with Scripture Union's safeguarding policies.	
Dimensions and quantities	



Scripture Union

The Supporter Care Assistant will:

- report to the Supporter Care Lead.
- provide excellent front office service for all calls coming into Scripture Union, dealing with queries, sales and gifts, and passing on where appropriate to other departments.
- manage all processing of sales and subscription orders and their associated payments or refunds, top up donations, Direct Debit processing and subscription renewals for the Supporter Care function.
- proactively support the work of the Mobilisation Team in liaison with the Supporter Care Lead.
- Support the fundraising team with the administration of appeals, campaigns and other related activities.
- Attend staff meetings, conferences and days of prayer as required.
- Have a commitment to Personal Development, seeking to broaden and widen understanding, experience, and skills.

Key accountabilities:

The key accountabilities for this job are to:

- respond to all incoming requests for assistance, information and sales including from website, email, social media, mail and phone users.
- manage subscription renewals and Direct Debits, sending information to our preferred mailing house for the mailing of renewal letters, on a quarterly basis.
- liaise with and send daily order batch files and monthly dated orders to our distribution partners, ensuring the accuracy of data prior to sending and promoting problem resolution.
- be pro-active in communications with supporters, customers and volunteers – taking opportunities to increase their understanding and support of SU ministry, resulting in increased prayer, volunteering, sales and donations.
- liaise with other teams to ensure that payment processes are carried out in an efficient and timely manner.
- ensure Scripture Union's CRM system is kept up to date through dealing with duplications, updating product and stock information and ensuring current GDPR requirements are being adhered to and in line with customer requests.

In common with all members of staff, to:

- Further the aims and objectives of Scripture Union, working in accordance with its ethos.
- Be part of the prayer life and fellowship of Scripture Union, including staff prayers, days of prayer and worship, and staff conferences, which combine prayer, worship, and strategy.



Scripture Union

- Undertake personal development through study and reflection, work reviews and in-service training.

Person specification

The Supporter Care Assistant will:

- be a committed Christian in sympathy with the aims and ethos of Scripture Union
- lead or actively participate in a church or Christian fellowship whose teaching and practice are in agreement with our biblical basis
- seek to have a sound biblical understanding that is applied in daily living and encouraged in the lives of others.
- have experience gained working in a customer service and administration environment.
- have a good understanding of the principles of customer relationship management (CRM).
- have good interpersonal skills and confidence to communicate with people of various backgrounds and levels, both internal and external to the Movement, including team members, colleagues, supporters and volunteers.
- have an ability to take initiative, organise and administer processes methodically without direct supervision and with attention to detail.
- have ability to accept responsibility, manage multiple demands, work to tight deadlines and deal confidentially with sensitive information.

Necessary technical / functional skills

The person appointed will be:

- Customer service experience and skills, especially on the telephone
- Relevant IT skills, especially in Microsoft Office (Adobe, InDesign and Photoshop advantageous)
- Excellent working knowledge of databases (especially Microsoft Dynamics)
- Wide ranging and strong skill set in literacy, numeracy and ICT
- Proven ability to work confidentially with sensitive information
- Proven ability and experience of word processing, spreadsheets, email, database systems and the ability to analyse data
- Knowledge of principles and practices of administrative office management
- Ability to manage a busy and varied workload

Required behavioural competencies

Flexibility

Willing to adapt thinking and behaviour to suit the requirements of different situations, demonstrating a flexibility of approach for the good of the Movement. Able to see the value of an alternative view in different situations.



Scripture Union

Relationship	Works to identify, build and maintain positive long-term relationships, building with colleagues and contacts.	
Developing others	Creates an open and supportive environment where people take responsibility and are actively encouraged. Listens, supports, and identifies learning opportunities for others. Coaches, offers one to one mentoring, and gives clear, honest, and constructive feedback.	
Results focus	Sets challenging yet realistic goals and objectives, focusing energy into striving to achieve them within agreed timescales.	
DBS Requirements		
This post requires the following DBS check:		
Basic DBS: ☒		
Enhanced DBS: ☐		
Enhanced DBS with Barred Lists: ☐		
Job profile updates		
Updated by: Jim Winning		Date: June 2026
Staff signatures		
Line Manager:		Date:
Employee:		Date:
Human Resources:		Date: