Job Description

Job title	**Supporter Care Manager (12-month fixed term contract)**
Reporting to	Head of Support Operations and Estates
Staff responsibility	Small team of full-time and part-time staff – Supporter Care Officers
Location	Swindon based (with some flexibility to work from home)

What we do

Around the world, we're translating, producing and distributing the Bible, helping people learn to read it and relate it to their everyday life, and equipping pastors, teachers and other Bible communicators to promote its message. In England and Wales, we're resourcing churches and individual believers to increase their confidence in the Bible and working to change the perception of the Bible in wider culture. We believe the Bible is God's gift to the world, and we want everyone to discover its message for themselves.

Summary of role

Manage the work priorities for the Supporter Care team on a daily basis. Ensure all supporter contact is focused, efficient and meets all agreed service levels and targets.

Work across departments to ensure all targets are met and ensure internal service levels are met. Lead on projects which affect the department, ensuring the team is fully trained.

Liaise and work cross-departmentally with managers and staff to implement processes and systems development. Ensure all processes and developments are tested and recorded prior to implementation.

Main responsibilities

- Lead the team and ensure that all work is completed within the agreed standard lead times. Ensure all information is accurately entered onto the database and meets the expected levels
- Monitor and guide team on responses sent via email, letter and telephone calls, ensuring compliances are met, while developing the team and encouraging it to flourish
- Empower the team to answer all calls and emails regarding the online shop facility. Ensure all information is easily accessed and current
- Ensure Noah or other internal systems are used, developed and reviewed in light of their effectiveness. Ensure that any new process is enabling, streamlined and user-friendly
- Provide monthly reports regarding telephone statistics, feedback, stock levels and other relevant department statistics as required
- Work as directed on projects which may involve implementing major systems impacting on the Supporter Care team

- Maintain a central booking system for the organisation. Ensure travel process is followed and maintained. Develop and adapt processes as required
- Ensure that all staff are aware of Open the Book processes and legal obligations
- Talk confidently about our mission and Christian faith. Be able to pray with our supporters when requested over the telephone, on occasion

Management

- Conduct monthly 1-2-1 meetings with direct reports, as well as managing, supporting and motivating staff. Create a positive working environment where direct reports can flourish as an individual and within the team
- Undertake annual and quarterly PDRs to encourage the development of direct reports, as well as to meet the changing needs of our organisation
- Praise strong performance while dealing with underperformance promptly and directly

General

- Adhere to our policies and standards in all areas of your work
- Carry out ad hoc duties that may be required to ensure we maintain our effectiveness
- Participate fully in the corporate life of Bible Society, by attending All Staff Meetings and departmental meetings as required

Who we need

Qualifications

- GCSE or equivalent in English Language or Literature and computer literate in Microsoft applications. NVQ level 2 customer service would be desirable

Experience

- Experienced people manager, able to inspire excellent customer service
- Proven experience of effective workload management across a team and in the development of its members
- Significant experience of using a CRM database

Skills

- Excellent organisational skills, able to plan, execute and deliver on time and to budget
- Exceptional eye for detail, with the tenacity required to ensure every process works smoothly
- Enjoys processes and structure in the workplace
- Excellent telephone manner. Previous experience in a front-facing customer service role

Personal attributes

- Level-headed and calm under pressure, even when unexpected demands add to an already busy day

- Able to juggle multiple priorities, delivering work on time and, if needed, to manage expectations proactively where this is not possible
- Able to demonstrate how you express Bible Society's organisational values through your work
- Demonstrates a Christian faith

Culture and character

Culture

We're committed to building on our unique culture, which is based on our Christian faith and seeks to bring out the best in our people.

We want to build a culture that demonstrates our values:

Prayerful – we're honest, attentive and humble, because we work in the sight of God.

Imaginative – we're experimental, creative and dynamic, because we're made in the Creator's image.

Bold – we're willing to work hard and face hard questions, because we trust each other.

Skilful – we study, learn and practise, making the effort to serve others with our best.

Joyful – we enjoy our work and seek to build others up, because we're designed to flourish together.

Character

As well as recruiting for talent, experience and expertise, we're interested in the character of our staff. We'd like to know how you demonstrate the following:

Character for leadership – you'll be self-aware and know what it takes to connect well with others, enabling you to inspire, challenge and support them.

Character for teamwork – you'll have strong interpersonal skills, loyalty to and respect for colleagues, and a collaborative style of solving problems through a shared sense of common mission and purpose.

Character for followership – you'll be committed to our vision and mission, and will constructively and proactively support these so we operate effectively.

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