



**Wycliffe
Bible
Translators**

Supporter Care Team Leader

Would suit: An organised people-person who can set high standards of customer service and support the team to reach them.

Salary: £32,500 + benefits

Location: Our office is at CMS House, Oxford OX4 6BZ

Hours: Full-time (37.5 hours per week). Permanent. Let us know if you need more flexibility than this.

Reporting to: Katyana Malcolm, Individual Giving Executive

Responsible for: Supporter Care team

Closing date: Monday 15 April at 9am

Interview date: Thursday 25 April in Oxford

Benefits:

- 33 days' annual leave, including bank holidays (pro-rata)
- A tax-efficient (salary sacrifice) contributory pension scheme
- Non-contributory life assurance scheme for all staff
- Family-friendly employer
- Monthly in-person team days in Oxfordshire or the Chilterns (expenses covered)
- Monthly social lunches arranged
- Fully paid-for professional development opportunities.

Job description

Welcome from your potential manager

Hello! I joined Wycliffe Bible Translators in April 2020, first as a Supporter Care Officer, then as Supporter Care Team Leader and now as the Individual Giving Executive. I have loved working in a kind, creative and growing team.

Wycliffe Supporter Care exists to connect with supporters in a relational and prayerful way, through kind and professional communication, accurate and timely stewardship of their giving, and valuing them by thanking and celebrating the impact of their partnership.

As team leader you will be part of advocating for our supporters by sharing their stories and championing their importance to Wycliffe.

This role will suit an organised person who can manage the team's priorities, set high standards of customer service and support the team to reach them. You will be able to handle the day-to-day running of the team, look for opportunities of improvement and collaboration across the department and encourage your team as, together, you find ways to delight and uplift our supporters as they stand alongside Bible translators.

I'd love to hear from you and chat with you if you have any questions about the role and how we work together. Do give me a call!



Katyana Malcolm

Individual Giving Executive

01865 415857

Key responsibilities

1. Deliver consistently high levels of customer service/supporter care

- Model high levels of customer service in the team, building a culture of excellent supporter care that influences the whole organisation
- Delight our supporters by thanking them creatively for their giving and connecting with them in a relational and prayerful way
- Manage enquiries by phone, post and email, using discretion and compassion when handling sensitive enquiries, complaints and vulnerable donors
- Champion and advocate for supporters across the organisation, working on cross-team projects.

2. Lead the team to achieve its potential

- Manage the Supporter Care Officers, removing obstacles for them and encouraging them to reach their full potential
- Direct the workload for the team, delegating tasks according to priorities, ensuring each member of the team knows what is expected of them
- Be actively involved in improving systems and procedures for the smooth running of Supporter Care and the wider organisation
- Deliver excellent training for the team and take initiative for your own personal development.

3. Oversee timely donation processing and accurate record keeping

- Perform and oversee accurate and timely donation processing and banking, ensuring that supporters are thanked promptly and warmly
- Use our database (Salesforce) to keep supporters' records and preferences up to date in line with GDPR.

4. Maximise use of the telephone

- Take opportunities to promote legacy and regular giving in conversations with supporters, building a culture that spots these opportunities
- Lead the team to make outbound calls to encourage people to increase their involvement with Wycliffe (dependent on experience).

5. Other responsibilities

- Participate in, and occasionally lead, daily staff prayer meetings
- Carry out other duties, projects and responsibilities as required.

Person specification

Skills:	Essential	Desirable
High degree of personal organisation and self-management, with the ability to prioritise, multi-task and work to deadlines	✓	
Self-starter, able to use own initiative and work independently, but also as part of a diverse team	✓	
Excellent administrative skills, with high attention to detail	✓	
Clear, friendly and empathetic communication skills, both written and oral	✓	
IT literate (we use Google Workspace and Salesforce)	✓	
Able to maintain confidentiality and discretion when dealing with sensitive information and financial records	✓	
Able to maintain a cheerful, positive and helpful attitude, and to motivate others, even when under pressure.	✓	
Knowledge and experience:		
Processing donations		✓
A customer service environment or similar		✓
Leading people towards common goals		✓
Outbound sales experience.		✓
General:		
Be a committed Christian who is passionate about Jesus. (It is an occupational requirement that the post holder has a clear, personal commitment to the beliefs set out in our Statement of Faith .)	✓	
Right to work in the UK	✓	
Professional manner with the ability to develop good working relationships internally and externally.	✓	

Data protection

A basic DBS Check may be requested in the event of a successful application. We take your privacy seriously and will not give your data to any other organisation for their own purposes. For more information on our privacy policy see wycliffe.org.uk/privacy

Applying your Christian faith

Wycliffe Bible Translators has distinctively Christian strategic goals and operates with distinctively Christian values, motivated by our shared spiritual concern for people to know Jesus through the Bible. As such, this role has a necessary occupational requirement (as per the Equality Act 2010) that the post holder has a clear, personal commitment to the beliefs set out in our [Statement of Faith](#). Each working day will involve collective prayer, together with shared reflections on the Bible. All members of staff at Wycliffe are expected to actively participate in this shared time and members of staff take it in turns to lead daily prayers.

We will actively encourage and expect you to apply your Christian faith to this role. This includes:

- Contributing to and leading daily devotions (this can be for the whole staff team or smaller, departmental groups)
- Participating in daily prayer meetings
- Committing to pray for the work associated with this role, your direct reports and closest colleagues
- Working in such a way so as to reflect biblical principles of leadership and service
- Applying biblical principles of godly stewardship to operational responsibilities
- To be open and obedient to God's voice and direction in relation to any strategic matter and to always seek his will above all else.

How to apply

To apply, email careers@wycliffe.org.uk with your CV and a covering letter (no more than two pages) summarising why you're applying, how you meet the person specification, and telling us about your personal Christian journey and church involvement.

About Wycliffe Bible Translators

1 in 5 people worldwide are still waiting for the Bible to be translated into the language they understand best. That's 1.5 billion people!

We are working to create a world where everyone can know Jesus through the Bible. We serve local partners worldwide as they bring God's word to their communities in the languages that speak to them best.

Find out more at [wycliffe.org.uk](https://www.wycliffe.org.uk). Read more in our [guide for potential job applicants](#) or [watch this video to see what our staff say about working here](#).