



VISION STATEMENT: TOGETHER WE ARE WORKING FOR A WORLD WHERE ALL CAN EXPERIENCE FAITH IN CHRIST AND THE ABUNDANT LIFE THAT ONLY HE CAN PROVIDE.

JOB DESCRIPTION

JOB TITLE:	Supporter Services Team Member (part-time)
RESPONSIBLE TO:	Supporter Services Manager
DEPARTMENT:	Department of Communications and Fundraising
INTERNAL RELATIONSHIPS:	Finance and People and Culture
EXTERNAL RELATIONSHIPS:	BMS supporters, bank
LOCATION/TRAVEL TO:	Hybrid working: 60% office based
JOB TYPE/HOURS:	Part-time (21 hours). The hours may be worked as full days or mornings across the week.

JOB OVERVIEW

The Supporter Services Team member sets the standard for excellent supporter care, ensuring every interaction reflects a commitment to accuracy, responsiveness, and heartfelt appreciation.

This role supports all aspects of Supporter Services, including opening post, processing and banking donations, producing thank-you letters, emails and receipts, responding to supporter enquiries, and maintaining accurate records on the customer relationship management (CRM) database.

This work is done collaboratively as part of the Supporter Services team within the Department of Communications and Fundraising. Flexibility and teamwork are essential.

The postholder is responsible for recording information accurately, complying with UK GDPR and responding promptly to supporters.

ROLE AND RESPONSIBILITIES

1. DATABASE

- Creating and updating personal and organisation records on the database in response to correspondence, telephone calls, emails, social media and other information received
- Recording supporter engagement activities from telephone, email and direct mail fundraising campaigns
- Maintaining records for regular distribution of BMS publications and mailings
- Receiving and dealing with enquiries relating to the integrity of the database
- Send emails, letters and resources to supporters when needed

- Recording and updating GDPR information in compliance with GDPR regulations
- Keeping up to date with the latest training on GDPR regulations
- Offering training and guidance to colleagues about the CRM database
- Helping to produce database reports and analytics that support the department's income-generation and profile-raising activities.

2. SUPPORTER RELATIONSHIPS

- Provide excellent supporter care through all communications, written or verbal, to show our appreciation and to build effective relationships with our supporters
- Receiving and dealing with enquiries from supporters relating to their donations to BMS
- Receiving phone calls from the donation hotline
- Responding to enquiries from central BMS email inboxes
- Handling any complaints with sensitivity and liaising with relevant colleagues in compliance with the Complaints policy
- Occasionally make proactive phone calls to supporters as part of a phone campaign.

3. INCOME PROCESSING AND THANKING

- Downloading and analysing the daily income bank statements
- Preparing bank statement batches for processing, gathering and collating information
- Identifying the source of donations and processing donation income onto the database including identifying donors, so where possible their gifts are recorded on their records including those received via third parties
- Ensuring donations are processed in accordance with donors' instructions, so funds are allocated to the correct appeal, campaign etc.
- Recording gift aid information and scanning and filing of any paper declarations.
- Liaising with relevant colleagues and advising them of significant donations in accordance with procedures, including large gifts, gifts from trusts and legacies
- Committing batches to enable efficient workflows
- Producing appropriately worded receipts and acknowledgement letters from a pool of templates, checking them, and printing and posting them from the office
- Open daily post and process cheques according to the team schedule
- Process cheques batches and bank them according to the team schedule
- Maintenance of operational guidelines for your area of work
- Take a proactive approach to suggesting improvements to systems and processes.

4. OTHER DUTIES

- Participate in the development of organisational culture through prayer, staff away days, organisational events and training.
- Provide administrative support for other Supporter Services Team members.
- Regular attendance at team and departmental meetings.
- Such other duties as your line manager may from time to time consider necessary and suitable
- Specific learning and development opportunities that support organisational development
- Specific learning and development as agreed with your line manager related to your role
- Work in accordance with BMS values, policies and procedures

PERSON SPECIFICATION

SKILLS, KNOWLEDGE AND EXPERIENCE

Essential

Excellent attention to detail

Customer service skills

Excellent numeracy and analytical skills

Experience of using a database or willingness to learn

Excellent interpersonal skills and ability to communicate and relate well to a wide range of people inside and outside the organisation, including non-finance personnel
Excellent telephone manner
Computer literate with proficiency in MS Excel, Word and Outlook. Mail merge experience would be advantageous.
Ability to be tactful and maintain discretion.
Ability to work independently and to work flexibly in a small multi-disciplinary team.
Ability to plan and manage own tasks within agreed timeframe, with a willingness to ask for support and training when necessary.
Methodical approach to work
Personal integrity – demonstrable sense of commitment to openness, honesty and high standards in undertaking the role
Full support for the vision and mission of BMS
Fluency in English, with excellent written and spoken communication skills.

Preferred

Experience of working in the charity sector or in a customer service environment
Experience of using a fundraising database or willingness to learn
Experience of a CRM database such as Raiser's Edge or Microsoft Dynamics.
Proficiency in Microsoft 365 applications including Teams, Outlook, Word and advanced Excel
Knowledge of GDPR regulations

PERSONAL QUALITIES

Essential

Friendly and approachable
Mature, faithful and professional approach to the task and the team
High level of integrity and standard of excellence
Take confidentiality seriously and appropriately
Demonstrable servant hearted qualities
Willingness to be flexible and learn
Work relationally and collaboratively
Be creative, adaptable and take initiative
Comfortable with expression of values as inspired by Jesus Christ
Personal values that align with BMS' mission, values, and goals

SPECIFIC OCCUPATIONAL REQUIREMENTS

The job-holder must have the right to live and work in the UK
The job-holder must be a committed Christian, fully in sympathy with the BMS vision statement

SAFEGUARDING:

A basic adult regulated activity DBS check is required