



Supporter Care Manager

Oxford, UK - hybrid

We want children everywhere to have

life in all its fullness

Safe
Thriving
Learning

Jesus said: 'A thief comes to steal and kill and destroy, but I have come to give life – life in all its fullness.' (John 10:10)

Sadly, there are many things that are robbing children of life in all its fullness.

This year half of all children in the world – that's one billion children – will experience physical, sexual or emotional violence.

We believe that churches and organisations are already rooted in their communities, ideally positioned to make a difference.

By working together, churches and organisations can leverage their resources and expertise to provide a more effective, long-term response to the needs of children in their communities.



Viva inspires, equips and connects networks of churches and community-based organisations to work together to make a bigger, better and longer-lasting impact in the lives of children.

Find out more about our work at viva.org

Job description

- Location:** Oxford, UK, hybrid – some time will be needed in the office on a weekly basis, but the exact split of office/home working time can be decided in conversation between the successful candidate and line manager.
- Hours:** Full- or part-time: 3.5 – 5 days a week (26 – 37.5 hours) which can be worked flexibly
- Salary:** £29,000 to £31,000 per annum (pro-rata if part-time)
- Reporting to:** Director for Fundraising & Engagement

Job purpose

As Supporter Care Manager, you will play a key role in Viva's Fundraising & Engagement team, building relationships with and providing exceptional supporter care to our donors – including individuals, churches and community groups. Your high level of organisation, strong administrative skills and love of engaging with a variety of people will ensure that Viva's supporters have an excellent and personalised experience of Viva. Through all this, you will play a vital role in making it possible for Viva to achieve its goal of enabling more children to live life in all its fullness.

Your responsibilities will include:

- **Supporter communication:** engaging with donors by email, letters, phone or in person.
- **Supporter care administration:** ensuring accuracy in reporting and recording donations.
- **Supporter engagement:** coordinating supporter events (e.g. our monthly prayer Zoom meeting), representing Viva at church services and managing our presence at events.
- **Fundraising & Engagement team support:** supporting team communication and the Director for Fundraising & Engagement in team administration.
- **Operations and office support:** ensuring Viva's UK office runs smoothly.

Key responsibilities

Supporter communication:

- Provide excellent supporter care by email, letter or phone, maximising engagement with Viva.
- Build relationships with supporters and potential supporters, including through speaking to them about our – and their – Christian faith and how that impacts their giving, and our work – along with being willing to pray with them.
- In collaboration with the Fundraising & Engagement Team, support the development of Viva's individual (including legacies), church and community fundraising streams.
- Lead on creating, delivering and maintaining 'supporter journeys'.
- Be responsible for a portfolio of donors and coordinate portfolios that other staff (e.g. the CEO) are responsible for.

Supporter care administration:

- Be responsible for the receipt of donations (post/online/direct to bank) and ensuring that donors are thanked promptly.
- Ensure good quality of data is maintained in Viva's CRM (Salesforce) and support other staff access the data they need from Viva's CRM.
- Regularly analyse and evaluate supporter engagement activity and apply learning to future projects.
- Coordinate the implementation of mailing campaigns – including using the CRM to provide appropriate segmentation.

Supporter engagement:

- Coordinate regular and one-off support events. For example, our monthly prayer Zoom meeting and occasional donor dinners.
- Represent Viva at church services and other events – including accompanying other Viva staff members speaking at church services and other events. This includes organising and setting up exhibition stands and marketing materials.
- Organise Viva's presence at conferences, events and festivals – including being willing to attend (occasional multi-day events) to set up and staff exhibition stands. This could also include managing volunteers.

Fundraising & Engagement team support:

- As well as participating fully in the life of the Fundraising & Engagement team (which has staff based around the world), you will support the Director for Fundraising Engagement in team communication and administration – including organising meetings, taking minutes, and following up on action points.

Operations and UK office support:

- Ensure the smooth running of Viva's small UK office including opening post; ensuring office supplies are available; supporting with in-person meetings (e.g. Board meetings) and when necessary, liaising with Viva's onsite landlord (CMS).

Other:

- Actively participating in the wider life of Viva (e.g. attending devotions, staff away days)

This job description is written to provide an indicative description of the role and will need to be interpreted and implemented according to the specific needs of the team and/or the Fundraising & Engagement team strategies in place from time to time. The job holder will do all tasks within their level of skill and ability.

Due to the nature of the Christian engagement involved in much of the supporter communication, there is an occupational requirement under Schedule 9 of the Equality Act 2010 for this post to be held by an actively practising Christian.

Person Specification

	Essential	Desirable
Education/ Qualifications/ Experience	Experience in a supporter/customer-facing role	A fundraising qualification
	Experience in a wide-ranging administrative role	Experience in a fundraising role/environment
		Experience using CRM systems
Skills & Knowledge	Excellent IT skills in MS Office, especially in Excel and Word	
	Excellent administrative skills	
	Excellent interpersonal and communication skills (written and verbal)	
	Excellent numerical skills	
	Understanding of the Christian faith and church culture to be able to effectively engage with churches	
	Understanding of and commitment to Viva's aims and objectives	
Capabilities/ Strengths/Personal Qualities	High level of accuracy and attention to detail	
	Confident, friendly telephone manner	
	Keen to learn	
	Able to learn quickly and follow multi-step, complex processes	
	A problem solver	
	Self-motivated, pro-active and flexible	
	Able to work under pressure and meet deadlines	
	Identifies with and is wholly in sympathy with the Christian ethos, aims and values of Viva	

	Able to work well in a team	
	Able to work well with people of different cultures and nationalities	
	A heart for children at risk	
Additional	Able to come into Viva's Oxford office several times a week for part of the working day	
	Occasional need to work out of agreed hours for events	

Terms, conditions and benefits

Salary and Annual Leave

- This is a full- or part-time role for Viva, 3.5 – 5 days a week (26 – 37.5 hours) which can be worked flexibly.
- The role is located at our office in Oxford in the UK with the option to also work at home. Some working time will be needed in the office on a weekly basis, but the exact split of office/home working time can be decided in conversation between the successful candidate and line manager.
- The full-time salary range is £29,000 to £31,000 per annum (pro-rata if part-time), depending on experience.
- Holiday entitlement for full-time staff is 25 days per year plus 8 public holidays (pro rata for part-time staff).

Terms of Employment

- The appointment will be confirmed, subject to a satisfactory six-month probationary review and after this time there is a two-month written notice period for both parties.
- We conduct annual performance reviews and it is a requirement of all staff to be familiar with all of Viva's policies and procedures.

Other benefits

- Flexible working options
- Opportunities for learning and development
- Three 'Emergency Days' each year
- A welcoming, caring and supportive environment
- Auto-enrolment pension scheme
- Electric car charging points available at the Oxford office
- A great team to work with!

Please note that you will need the right to live and work in the UK to apply for this role.

Working with Viva

We are passionate about making a difference in the lives of children and strengthening those who work with them. Wherever you work, you will be part of our global team, which includes staff across the world – including Latin America, Hong Kong, India, Uganda, the UK and the US. Your role will directly contribute to our mission of inspiring, supporting, and connecting networks of churches and community-based organisations, as they work together to make a bigger, better, and longer-lasting impact in the lives of children.

We are motivated by our Christian faith and our faith is at the heart of all we do – we take time to pray together in meetings and share reflections from the Bible together during our weekly all-staff meetings. Some senior or other roles are subject to an occupational requirement to be filled by practising Christians because of this. We are welcoming of those of all faiths and none.

Our culture

We are a friendly, welcoming team who enjoy working and having fun together.

- We understand and share our impact
- We are connected and collaborative
- We value one another
- We are committed to learning and growing
- We are focused and fruitful
- We work with integrity and transparency

As a global team we are intentional about finding ways to connect regularly with one another, both in-person and online.

"I appreciate that effort is made to ensure each individual uses their gifts and is supported in their work. Although many of us work virtually, there is still a sense of community and a genuine sense of people being interested in each other's wellbeing."

Viva staff member



“Viva has forged a distinctive path within the world of international relief and development organisations. We believe Viva’s model is one with strong promise for ultimately advancing large-scale, sustainable transformation in the lives of vulnerable children in the countries it serves.”

Sagamore Institute, 2018

Application process

To apply, please submit both your CV and a covering letter of no more than two pages explaining why you are applying for the role and how you are suitable for it. The person specification on pages five and six will help you do this.

Please make sure to include a contact phone number and confirm that you have the right to live and work in the UK.

The closing date will be midnight on Sunday 3 November. Interviews will be held at our office in Oxford on Wednesday 13 November 2024.

You can apply through CharityJob (www.charityjob.co.uk) or send your application directly to hr@viva.org

Please do contact us if there are any accessibility-related adjustments we can support you with in the application process.

If you have any queries about the role or anything to do with the application process, please get in touch with Miriam Kniffen, our HR Administrator, at hr@viva.org

We are looking forward to hearing from you!

Data Protection:

By applying for the above role, you are consenting to your personal data being processed in accordance with the Data Protection Act 2018, GDPR (EU2016/679) and confirming that your personal data may be held and disclosed in the manner contained herein. You acknowledge that this may also include, where relevant, sensitive personal data, relating to yourself. Any information obtained from you or from any other source, will be retained by Viva and/or any of its associated and/or subsidiary companies indefinitely for the purpose of providing you with the services you require. Should you wish to have your data deleted you are to contact a member of the Viva team who will ensure this is carried out in line with Viva's Privacy Policy which can be found [here](#). If your application is successful, your application will become part of your personnel record, otherwise the information will be destroyed after 12 months.

viva.org

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Viva is an operating name of Viva Network. Viva Network is a company limited by guarantee no. 3162776, registered charity no.1053389, and registered in England at the above address.