

## **JOB DESCRIPTION: Administration Officer – Fixed Term 12 months**

Employer: United Christian Broadcasters

Reporting to: Administration Team Leader

Location: United Christian Broadcasters Limited, Westport Road, Burslem,  
Stoke on Trent ST6 4JF

Hours: Full Time, 36.25 hours per week (office based)

UCB's Supporter Care Department is a key function within the organisation and is responsible for excellent customer service.

### **Main Purpose of Job**

As a member of the Administration Team, you will ensure an excellent service to supporters is provided over the telephone and via email or letter in order to meet customer requirements and expectations.

### **Position in Organisation:**

Departmental Director is Director of Operations

Departmental Head is Head of Supporter Care

Reports to Administration Team Leader

Works closely with the Supporter Care Team, Finance Team and Communications Team.

### **Duties and Key Responsibilities**

- To strive for excellence in customer service.
- To provide customer focussed Christian assistance to all service users; both internally and externally, ensuring that work undertaken accurately reflects UCBs Christian values and ethos.
- To act as the first point of contact for any callers; ensuring that their experience of UCB is one of Christian consideration and care.
- Ensure that any enquiries in relation to our Christian beliefs are responded to accurately, sensitively and in accordance with biblical principles.
- To be flexible and willing to carry out tasks as and when required, taking into consideration constant changes in the priorities of the workload.
- To respond to all customer queries in an efficient, polite and courteous manner by post, email and telephone.
- To input and amend general data on database.
- To process queries and requests for the UCB Word For Today, One Hope products and other publications produced by UCB.
- To process donations and produce receipts.
- To process and amend Direct Debits/Standing Orders.
- To process and amend Gift Aid Declarations.
- To welcome guests and personal callers in a friendly and professional manner.
- If requested, be prepared to pray with and for any visitors

- To pack items as required ensuring correct literature and quantities are packed to the highest standard with minimum errors, using relevant packaging.
- To distribute all mail and packages to relevant staff/departments and collect outgoing mail.
- Support the Supporter Care Team Leaders in establishing best practice and excellent supporter care, together with maintaining data integrity.
- To gather testimonies from UCB's readers, listeners and viewers, reporting on the positive impact and public benefit the Charity provides and forwarding them onto the appropriate testimony champions
- To support all of UCBs fundraising activities and events; whether in prayer and/or directly in participation, ensuring sufficient resources are available in order to maximise success
- To respect and maintain the confidentiality of the processed material and ensure that any regulations concerning security or confidentiality (such as the safeguarding of passwords) are complied with.
- To undertake training as required.

Such other duties as the management may from time to time reasonably require.

### **Qualifications/ Knowledge/ Experience and Skills**

- Strong communication skills; both verbal and written is essential.
- Fully computer and database literate is essential.
- Excellent interpersonal skills with the ability to communicate with sensitivity and discretion.
- Ability to read and digest information accurately.
- A good command of the English language GCSE English Grade A-C
- GCSE Maths Grade A-C
- Ability to handle and prioritise multiple tasks combined with an enthusiastic customer service approach.

### **Person Specification:**

- The post holder will be a committed Christian who will work as an Ambassador of Christ to deliver a distinctly Christian service to UCB and its supporters.
- The commitment to participate in daily prayer time in order to promote team unity
- Be prepared to witness to the life changing message of Jesus and lead people to Christ as appropriate
- To develop ways of introducing UCBs story in a manner that is relevant and engaging
- A positive commitment and sound knowledge of United Christian Broadcasters.
- Embrace and demonstrate UCBs Culture of Putting People First and UCB Values of Unity, Integrity, Self-Worth, Stewardship, Quality, Accountability & Service
- Ethical integrity.
- Strong customer focus.
- A 'people person' who is able to thrive in a team environment.
- Resilience, flexibility, reliability, 'can do' approach, initiative, positivity.

**Dated: April 2024**

This Job Description does not form part of your Contract of Employment.