

**JOB DESCRIPTION:** Head of UCB Supporter Care

**Employer:** United Christian Broadcasters Limited

**Reporting to:** Operations Director

**Location:** United Christian Broadcasters Limited, Westport Road, Burslem, Stoke on Trent

**Hours:** Full Time, 36.25 hours a week – based at the UCB offices in Stoke on Trent with some working from home. Flexibility of hours will be required –

**Contract:** Permanent

**Main Purpose of Job:**

To lead and manage Supporter Care during day to day operations covering all UCB internal and external partners. To manage Support Care through the implementation of the new CRM and any associated changes.

**Position in Organisation:**

Reports to Operations Director

Line Manages: Telephone Support Team Leader; Administration Team Leader

Works Closely with: Head of Prayerline; Business Analysis and PMO Lead; Head of Facilities & Hospitality; Finance Team; Comms Team and Tech Team

**Duties and Key Responsibilities:**

- Lead the delivery of service for Telephone Support and Administration.
- Line manage and develop Team Leads to be empowered and take responsibility for delivery and service style, and for them to (in turn) safely empower their team members.
- Develop relevant performance measures for Supporter Care to enable high levels of service to be delivered to partners/supporters and internal customers.
- Accountable for the development of a culture which is pro-active, “can-do” and flexible.
- Establish new ways of agile working to accommodate the workload ensuring no backlogs occur.
- To take ownership of the data integrity of CRM across UCB.
- Develop and maintain effective and assertive ‘partner’ relationships with Comms/Marketing, Tech and Finance for effective end to end workflow.
- Maintain an understanding of the wider ministry of UCB and the strategy for Supporter Care in the UCB Strategic plan.
- To embrace and demonstrate the UCB Culture which is based on the UCB Values: Unity, Integrity, Self Worth, Stewardship, Quality, Accountability & Service and FIT (focused, intentional and timely).
- To gather stories and accounts from customers of Supporter Care, reporting the positive impact they have had from interacting with UCB.
- Such other duties that are within the scope of your skills and capabilities that may from time to time be reasonably required

**Qualifications, Knowledge, Experience and Skills:**

- Strong leadership and management skills
- Strong communication skills; both written and verbal are essential

- Excellent interpersonal skills with the ability to communicate with sensitivity and discretion.
- Experienced in leading and supervising others with a management qualification preferable.
- Effective project management and organisational skills. Able to manage own workload and direct that of local and remote team members. Able to work cross departmentally in either leading or being involved in UCB priority projects.
- Advanced CRM with data management and analytical skills, alongside an in-depth understanding of data regulations in the UK
- Educated to degree level or be able to demonstrate equivalent experience.

**Person Specification:**

- Look at everything via the lens of
  - Revival
  - The customer/partner experience
  - Internal collaboration
  - Agile and flexible service provision
- The commitment to participate in daily devotion and prayer time.
- Be an Ambassador of Christ and UCB delivering a distinctly Christian service to colleagues, supporters and volunteers.
- Be prepared to witness to the life changing message of Jesus and lead people to Christ as appropriate.
- To develop ways of introducing UCB's story in a manner that is relevant and engaging.
- 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.
- Must be flexible with a positive can-do attitude.

**Dated:** October 2024

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