

JOB DESCRIPTION: Prayerline – System Monitoring and Evaluation Officer

Employer: United Christian Broadcasters Limited

Reporting to: Data Quality and Assurance Lead

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

Hours: Part Time Basis 20 hours per week over a two-week rolling rota to include mornings and afternoon shifts:
Monday – Friday 1.00pm – 5.00pm
Saturday 10am – 6pm (1 in 4)

Main Purpose of Job:

UCB Prayerline is committed to best practice; it has expertise, wisdom and experience in praying with and praying for people in all kinds of situations. UCB Prayerline is clear on the power of Scripture in prayer: in partnership it is able to ensure both callers and volunteers have a safe, positive experience of remote prayer ministry.

Duties and Key Responsibilities:

- To be responsible for proactive monitoring of the call management system for Prayerline volunteers on evenings and weekends, providing text support before and after shift, and additional call support, answering calls, as and when necessary in order to enhance service levels and performance, including a dropped call rate of less than 15%.
- To ensure that an excellent service is provided for all callers to the Prayerline ministry following best practices outlined in the Prayerline manual and in line with all policies and procedures and appropriate administrative forms and paperwork.
- Monitor and maintain Prayerline e-mail, SMS Text and Postal Prayer functions to ensure operational quality and assurance is kept at all times
- Ensure that call takers log on and log off successfully, and escalate any CMS technical problems, as per documented process.
- Identify when call waiting times are excessive and bring to the attention of the Data and Quality Assurance Lead.
- Evaluate performance and identify improvements working with Quality and Assurance Lead, utilising key metrics such as dropped calls, call waiting, length of calls.
- Acknowledging that calls may vary in duration, as required, identify any call takers taking consistently longer than 7 minutes and direct names to Data and Quality Assurance Lead
- Coaching call handlers through the expected processes and procedures of the call management system
- Act as a point of support for call takers who may need support and prayer themselves during a shift
- To embrace and demonstrate the UCB Culture which is based on the UCB Values, Unity, Integrity, Self-Worth, Stewardship, Quality, Accountability & Service.
- Understand and consider UCB's strategic plan. Identify what you can contribute and how you fit into the plan.

- To gather testimonies from UCB's volunteers, reporting on the positive impact and public benefit the Charity provides and forwarding them onto the appropriate impact stories lead.
- 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
- Enhance and further develop UCBs ability to share the gospel message of Jesus Christ and lead people to a knowledge and faith in Him.
- Provide prayer support for all within the organisation and those who contact the Prayerline service.
- Such other duties as the management may from time to time reasonably require.
- Maintain absolute confidentiality with regard to all matters relating to the function.

Qualifications/Knowledge/Experience and Skills

- Experience in praying with others is essential
- Strong knowledge of Scripture and how this can be embedded in prayer
- Strong communications skills; both written and verbal are essential
- Excellent interpersonal skills with the ability to communicate with sensitivity and discretion
- Fully computer, analytical and database literate
- Ability to handle and prioritise multiple tasks combined with an enthusiastic customer service approach.
- GCSE English and Maths Grade A - C

Person Specification:

- The commitment to participate in daily prayer time in order to promote team unity
- 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 UCBs story in a manner that is relevant and engaging
- Must have a positive can do approach
- Must have a flexible, resilient and reliable attitude

Dated: September 2022

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