

JOB DESCRIPTION: Telephone Support Officer (18 month fixed term contract)

Employer: United Christian Broadcasters

Reporting to: Telephone Support 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 Telephone Support Team, you will ensure an excellent organisational service to both internal and external customers is provided over the phone, via email by letter and outgoing post in order to meet customer requirements and expectations.

Position in Organisation:

Departmental Director is Director of Operations

Departmental Head is Head of UCB Support Centre

Reports to Telephone Support 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.
- 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.
- To process queries and requests for the UCB Publications, One Hope products and other resources produced by UCB.
- To process UCB Advocate requests and amend data as required.
- To process and amend Gift Aid Declarations.
- To process donations and produce receipts.
- To make outbound calls on behalf of UCB.
- To ensure the prompt transfer of telephone calls to the required department / person.
- To pack items as required ensuring correct literature and quantities are packed to the highest standard with minimum errors, using relevant packaging.

- 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 work flexibly, including additional hours, during peak periods of activity
- Willingness to work weekends as required
- To respect and maintain the confidentiality of the processed material and ensure that regulations concerning security or confidentiality (such as 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
- Ability to handle and prioritise multiple tasks combined with an enthusiastic customer service approach.
- A good command of the English language
- GCSE English and Maths A - C

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 organisational unity and our Christian culture.
- 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.
- 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: March 2025

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