JOB DESCRIPTION: Prayerline – Volunteer Support Officer

Employer: United Christian Broadcasters

Reporting to: Volunteer Support Lead

Location: United Christian Broadcasters Limited, Hanchurch Lane, Stoke on Trent ST4 8RY

Hours: Monday – Friday from 1pm – 5pm (pm role) and one Saturday in four working from 10.00am – 6.00pm. You will also need to be flexible in offering cover for absences which could be Saturdays, afternoons or evenings.

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. This role ensures the phone system operations and the volunteer support is available at all times while Prayerline is operational. It also undergirds the Prayerline operation especially when outside office hours over the evenings and weekends, should the need arise.

Duties and Key Responsibilities:

- To be responsible for proactive monitoring of the call management system for Prayerline Prayer Partners (Volunteers) while Prayerline is operational, providing Prayer Partner text support before and after shift, extra pre and post prayer support for new Prayer Partners and additional prayer call support, answering calls, as and when necessary, in order to enhance the operational service and performance of Prayerline.
- Identify Prayer Partner daily cover shortfalls and proactively contact Prayer Partners to find and provide cover.
- 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.
- Process, monitor and manage prayer requests, received into Prayerline, via the many Prayerline services offered, to ensure confidentiality and quality assurance are kept at all times
- Escalate any call management system (CMS) technical problems, as per documented process.
- Identify when call waiting times are excessive, provide the necessary call response to support Prayer Partners, and bring to the attention of the Volunteer Support Lead to address any rota requirements, reallocation or volunteer training needs.
- Evaluate performance and identify improvements working with the Volunteer Support Lead, utilising key metrics such as dropped calls, call waiting, length of calls to improve the operational service by analysing the appropriate statistics.
- Actively follow up and encourage call return submissions from Prayer Partners
- Acknowledging that calls may vary in duration, as required, identify any Prayer Partners taking consistently longer than 7 minutes and direct names to Volunteer Support Lead for the purpose of training and development.

- Coaching Prayer Partners through the expected processes and procedures of the call management system (CMS) for logging on and logging off process and any SIP (Digital) Phone functionality
- Act as a point of support for Prayer Partners who may need support and prayer themselves during a shift
- To provide a detailed end of shift report identifying any areas as identified under duties and key responsibilities mentioned above
- 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 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 Math 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

Updated: July 2026

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