

# **Engagement Centre Assistant**

Reporting to	Engagement Centre Team Leader
Responsible for	No line management responsibility
Location	Office-based at Compassion House, Fleet, Hampshire with great flexibility for home working - it is expected that on average the role holder will be required to work / attend meetings in the office four times a month.

## **About Compassion**

At the heart of Compassion's ministry is a relentless passion to act on our faith and empower every child left vulnerable by poverty: a purpose embodied in the phrase "Releasing children from poverty in Jesus' name". Our work is Christ centred, child focused, and church based. You can read more about these principles and our history on our website.

## About the Engagement Centre

Compassion's Engagement Centre serves Compassion supporters in the UK and Ireland: handling inand out-bound supporter enquiries, building sponsors' relationships with their sponsored children, and valuing supporters as partners and co-labourers in Compassion's ministry. We aim to ensure that our supporters are **known**, **loved**, **protected**, and **ignited to action** as part of a global movement for children in poverty. You can read more about these commitments and what they mean to us in our Supporter Charter.

Our four supporter-facing Engagement Centre teams (**Welcome**, **Fulfil**, **Transform**, and **Win Back**) are structured around key stages in our supporter lifecycle, and act as clusters of expertise in the specific care needed by supporters in each stage. Their work is underpinned by a **Development** team processing supporter data, managing core sponsorship and workload processes as well as training the Engagement Centre team.

### About the role

As an **Engagement Centre Assistant**, you'll care for our supporters and guide them through their journey with Compassion. You'll answer incoming enquiries and initiate outgoing enquiries by phone, text, email, chat, social media, and face-to-face. You'll help our supporters grow in engagement with their sponsored children and with Compassion's ministry. By doing this well and delivering excellent customer service, you'll encourage our supporters to participate fully in a global movement of compassion, so that together we can release more children from poverty in Jesus' name.

## Responsibilities

#### Actively maintain and promote Compassion UK's Christian ethos and values

- Take personal responsibility to participate positively in the spiritual life of the organisation.
- Pursue your Christian faith and personal relationship with God through ongoing collective and individual spiritual development, prayer, and worship.
- Live and work in accordance with Compassion UK's <u>Statement of Faith</u>, <u>Core Values</u>, <u>Ethos Statement</u>, and other policies including <u>our commitment to Child Protection</u>.

# Build relationships with supporters to ensure they are known, loved, protected, and ignited to action

- Receive, respond to, fully resolve, and make notes of inbound enquiries from supporters about all aspects of their experience across our ministry.
- Execute and make notes of outbound enquiries to supporters to communicate new information, build engagement, and increase retention.
- Accurately complete process-based tasks to ensure supporter requests and records are up to date and in line with current government regulations, such as GDPR.
- Build rapport with supporters, recognising them as individuals, listening to their feedback, offering advice, and praying with/for them.
- Guide supporters to develop appropriate and fulfilling relationships with their sponsored children, promoting and encouraging correspondence.
- Develop your expertise in supporters' needs, including how to effectively answer questions, suggest activities and build engagement.
- Celebrate and value the voice of supporters, passing on their feedback and your learnings to support our decision-making.
- Work collaboratively alongside volunteers, helping them to feel a full, effective, and valued part of the team.
- Perform other tasks and responsibilities as required by your Team Leader.

## About you

To flourish in this role, you'll need:

- **Customer service experience**. You'll have experience in a frontline customer-facing role, including telephone-based work. You must be able to demonstrate a record of interacting with customers and handling queries.
- **Core computer and administration skills**. You must be competent in computer based written and numerical, with experience of basic office systems such as Microsoft Office.

It would help (but isn't essential) to have:

• **Experience using a CRM tool** or customer database.

#### We need you to be:

- **Personally committed to the Christian faith.** There's an occupational requirement for the holder of this role to be a practising Christian, in order to promote Compassion's ethos and help others to experience, explore, and express the faith-based motivation of our work. (You can read more about this in our <u>Policy on Posts to be Held by Christians</u>.)
- **Deeply connected to Compassion's ministry to children**. You must feel a personal calling to reach out in Jesus' name to children suffering the injustice of poverty. You're eager to play your own part in achieving our mission. You must be committed to working in a way that promotes child protection, particularly by speaking out immediately if you have child protection concerns.
- **Aligned to Compassion UK's cultural attributes**. We strive to live and work in a way that is passionate, innovative, collaborative, effective, grace-filled, and joyful. We expect you to be able to live out these attributes and hold yourself accountable for growing in them.
- **A 'people person'**. This is a people-focused role in a people-focused ministry, so you'll need excellent interpersonal and social skills, with the ability to build strong, meaningful relationships with others. You should also be comfortable coaching and challenging others in a constructive way, in line with Christian values.
- A great listener and communicator. You must be able to listen actively and attentively, strike the right balance between friendliness and professionalism, and adjust your communication style appropriately to the situation, the environment, and the needs of those you're speaking to. You need to be able to grasp complex situations and communicate them straightforwardly and clearly to supporters and your colleagues.
- Adaptable, flexible, and resilient. You must be happy working in a fast-paced environment and moving quickly from one task to another. You'll be committed to delivering targets while continuing to maintain high standards of quality. You'll be able to deal patiently with escalating and sometimes difficult enquiries, making decisions about what's best for our supporters. You must be able to work to a flexible schedule so that we can best meet our supporters' needs.
- **Open to peer feedback**. You should actively ask for and act on feedback from your peers, as well as being comfortable to continuously evaluate your own performance and make changes.
- Able to work independently and as part of a team. We expect you to be able to work on your
  own initiative and independently manage your own workload, including working well under
  pressure and prioritising your tasks. You'll also need to pull together with other teams across the
  organisation to meet service level agreements.

#### Information for applicants

Salary	£21,100 (within the grade £21,000 - £26,600)
Hours of work	Permanent: 35 core hours per week, you will be contracted to work between Monday to Saturday within the hours 08:00 – 18:00, this allows for variations in workload. However, the general working week will be Monday - Friday.

#### Salary

Compassion UK operates a salary grading system, with increments based on performance.

#### Benefits

- Enhanced pension scheme. Non-contributory pension scheme (10% employer contribution);
- Enhanced holiday allowance. All employees will be entitled to 5 normal working weeks' annual leave a year\* (pro rata), plus normal bank holidays (pro rata). It will be compulsory for up to 5 (or relevant pro rata) days of that entitlement to be held in reserve and taken during the 'Christmas Period' when Compassion UK close their offices, this is usually around 21 December to 1 January each year. (\*Year = 1 January to 31 December).
- Income Protection & Life group.
- Private health insurance (on completion of probation period.
- Dental insurance (on completion of probation period).

#### Probation / Review periods

- New staff: six-month probationary period with three-month review.
- Internal appointments: performance review at three and six months.

#### **Compassion House**

Compassion House is a modern, agile office with free parking. Staff have free use of an on-site gym and shower facilities. Free tea and coffee are provided.

#### Statement of faith

Compassion is a Christian organisation. All applicants must be able to agree to respect, uphold and commit to working within Compassion's Christian mission, values and faith statements.

### Safeguarding

Compassion UK is committed to ensure everyone who comes into contact with us, or our work is protected from all forms of harm, abuse, neglect, and exploitation. As such, Compassion UK expects all staff to share this commitment and uphold the highest standards of safeguarding. All offers of employment will be subject to satisfactory references and appropriate screening checks, which will include Disclosure and Baring Service checks. Compassion UK also participates in the Inter Agency Misconduct Disclosure Scheme. In line with this Scheme, we'll request from the job applicant's previous employer's information about any findings of sexual misconduct - such as sexual exploitation, sexual abuse and/or sexual harassment - during employment. We'll also request information of incidents under investigation when the applicant left employment. When someone submits a job application with us, they'll be confirming that they understand these recruitment procedures.

#### Applicants with disabilities

Applicants with disabilities will be welcomed. We are committed to making reasonable adjustments and addressing any individual support requirements for those successfully shortlisted for interview.