

Field Experience Specialist

Compassion UK Recruitment

Field Experience Specialist

Salary	£29650.00 (within B grade)
Hours of work	Full-time 35 hours per week <i>*You will be contracted to work between Monday to Friday 08:00 – 18:00, allowing for workload variations. However, the general working week will be Monday - Friday.</i>
Reporting to	Field Experience Manager
Responsible for	No line management responsibility
Location	Office-based at Compassion House, Fleet, Hampshire. <i>*Hybrid working is offered as a benefit. You will work a minimum of 40% of your hours from Compassion House in Fleet, Hampshire, and the office is closed on Fridays. However, we reserve the right to vary those arrangements in future.</i>

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 our department

Our **Partnerships Team** is strategically positioned to serve existing partners and cultivate relationships with new prospective partners. We are excited about inspiring and inviting partnerships right across the UK and Ireland to get involved in the transformation Jesus is doing through frontline church partners in the countries where Compassion works. We are committed to advocating on behalf of the churches, children, families and communities we serve and seek to significantly grow the number of children being served in effective holistic child development programming. We believe in the power of relationships, the fruit of which unlocks outpourings of time, talent and treasure towards our mission.

We are passionate about releasing children from poverty in Jesus' name; committed to achieving ambitious growth objectives; strive for excellence in all we do; and are focussed on developing a high-performing team to serve our partners and donors well. We are committed to the professional and personal development of every team member. We want everyone to thrive and to fully unlock potential so that we can deliver the growth objectives of our mission and ministry.

This is evidenced in numerous ways, including growth development planning and high-performance coaching. The work of the Partnerships department is executed in line with Compassion UK's cultural attributes.

- Our **Church Partnerships** team is passionate about the Church and loves partnering with local churches across the UK. We build meaningful, long-term relationships with church leaders, the churches they lead, and seek to serve them well. We are intentional about speaking at UK-wide and national Church events and conferences as well as in local church gatherings to raise awareness about poverty around the world and to inspire and invite people to partner with Compassion to see children released from poverty in Jesus' name.
- The **Events & Advocacy** team expands our supporter base and grows our profile through events opportunities, ambassador activities, graduate speakers, and a high-impact volunteer programme, all of which build advocacy for our mission. We are passionate about ensuring world-class excellence is delivered consistently across everything we do. We are data-driven, informed by the best available business intelligence and enabled by high quality resourcing and logistics planning.
- Our **Philanthropy** team creates and nurtures intentional and fruitful relationships which cultivate generous giving with high-net-worth individuals, major and mid-level donors, legators, statutory funders, grant-making bodies and key influencers in the business and the public spheres. We seek to build partnerships that create life-changing programming and delight donors with the impact of their generosity and giving.
- Our **Compassion Ireland** team is a key part of the Partnerships Team and is passionate about growing fruitful partners across Ireland. Compassion Ireland is an independent charity and sits within the partnership-based structure of Compassion International. Compassion UK, also a separate legal entity, is contracted by Compassion Ireland for the delivery of marketing and back-office support services.
- Our **Impact & Research** team enables growth and drives impact through high quality, timely and relevant research and world-class field experience. The team enables Partnerships to cultivate and develop new and existing relationships, clearly understand our growth opportunities and bring knowledge of the impact seen in the field to those we partner with in the UK and Ireland.

About the role

As a **Field Experience Specialist**, you'll work within the Field Experience team to ignite and grow supporters' engagement and activism through outstanding and inspiring trips and visits to the field either in person or virtually.

You'll serve supporters and stakeholders with excellence through effective planning, communication, coordination, administration, and leadership of trips and visits to the field. You'll inspire, educate, guide and advise supporters regarding travel to the field in line with Compassion procedures and policies.

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;

- Work in accordance with Compassion UK's Statement of Faith, Core Values, Ethos Statement, and other policies, including our commitment to Child Protection.

Coordinate and administrate in person and virtual group trips and individual sponsor visits to the field as well as leading group trips

- Coordinate and manage group trips and individual visits to the field (in-person or virtual) by overseeing planning, implementation and participant guidance. Communicate effectively with participants to ensure policy compliance safeguard all involved and process sensitive information withing required timescales whilst maintaining confidentiality and updating database systems.
- Under the direction of the Field Experience Manager, seek to offer the most cost-effective travel arrangements and ensure responsible stewardship of Compassion's and supporters' funds.
- Develop trip itineraries that deliver key outcomes within budgetary constraints, providing participants with full exposure to the impacts of Compassion's ministry.
- Lead/co-lead group trips to the field (no more than 1 – 2 per year) and support pre- and post-travel care to maximise engagement outcomes.
- Liaise effectively with Compassion UK stakeholder departments (e.g., Church Partnerships, Events, Public Relations, Philanthropy, etc.) to ensure the Field Experience team serves their needs.

Inspire, educate, guide, and advise supporters regarding travel to the field in line with Compassion procedures and policies.

- Express Compassion's Christian ethos, mission and values in all internal and external communication.
- Receive and respond to enquiries from supporters across all communications channels about visiting the field; take appropriate action to resolve enquiries, including but not limited to: Giving an appropriate and timely initial response.
 - Investigating within Compassion's systems and intranet.
 - Carrying out independent research.
 - Liaising with UK and international colleagues.
 - Administering and updating supporters' personal and financial information in our records (confidentiality is required).
 - Follow up effectively with supporters to communicate outcomes and ensure their expectations have been exceeded.
- Communicate effectively with supporters pre and post-travel in Compassion's tone of voice: warm, hopeful, and knowledgeable.
- Communicate with global colleagues following each visit to confirm success, provide feedback, and ensure all expenses are reimbursed.
- Maintain contact with supporters following trips to facilitate our post-trip journey, gathering feedback, inspiring increased engagement with Compassion's ministry, and working with Volunteering colleagues to encourage opportunities for activism.

About you

The ideal candidate will bring the following skills, competencies and experience to thrive in this role:

- **Strong administrative and technical proficiency.** You are fluent in written and spoken English, with accurate numeracy and the ability to produce high-quality written work. You have experience using basic office systems, such as Microsoft Office, to at least an intermediate standard.
- **Proven organisational ability.** You can manage varied workloads effectively, prioritising tasks and delivering outputs with attention to detail, even during pressure peaks.
- **Project management expertise.** You have demonstrated experience managing multiple projects simultaneously by breaking them into manageable stages, coordinating with diverse stakeholders, and ensuring timely delivery of outcomes.
- **Customer service excellence.** You excel in understanding and responding to supporters' needs, seeing situations from their perspective, and delivering a positive experience across various communication channels, including phone, email, text, and social media.
- **Exceptional interpersonal and collaboration skills.** You can build meaningful, strong relationships internally and externally, making others feel valued and known while contributing to shared goals through teamwork and cooperation.
- **Effective communication and coaching.** You clearly communicate Compassion UK's Christian mission and values, actively listen, adjust your tone and approach to suit different audiences, and coach others with grace and constructive feedback.
- **Creative and flexible problem-solver.** You bring fresh ideas, adapt to change positively and use innovation to approach challenges and find solutions that add value to your work.
- **High level of accuracy and attention to detail.** You are committed to delivering outcomes with excellence, ensuring high productivity and enhanced performance in all that you do.
- **Self-starter with sound decision-making skills.** You thrive when working independently, taking initiative, and resolving or escalating complex issues as necessary.
- **Adaptable team player.** You seamlessly shift between self-led tasks and collaborative efforts, knowing when to work autonomously and when to contribute to team objectives.
- **Forward thinker.** You embrace change and thrive in fast-paced environments, quickly grasping new initiatives and easily managing high-pressure situations.
- **Strong time management and flexibility.** You manage your schedule effectively, balancing competing priorities, and can work flexible hours, including evenings and weekends, when required.
- **Commitment to Compassion's mission.** You are passionate about Compassion UK's ministry and understand the importance of engaging supporters as active partners in delivering this vision.

It would be beneficial (although not mandatory) to possess:

- Experience using a CRM or CCIM solution.

- Experience in online event planning.
- Experience working in the travel industry.
- Experience in putting travel itineraries together.

Additional requirements: (if necessary)

- Willingness and ability to travel within the UK and overseas.
- Able to meet the position's requirements with or without reasonable adjustments.

Compassion UK's cultural attributes

- **Personally committed to the Christian faith.** There's an occupational requirement for the holder of this role to be a practising Christian, to promote Compassion's ethos and to help others experience, explore, and express the faith-based motivation of our work. (You can read more about this in our [Policy on Posts to be Held by Christians](#).)
- **Deeply connected to Compassion's ministry to children.** It is important that you share Compassion's heart to reach out in Jesus' name to children suffering the injustice of poverty and are eager to support in achieving our mission. We would expect you to be dedicated to working in a manner that prioritises child protection, especially by promptly raising any concerns related to child safety.
- **Aligned to Compassion UK's cultural attributes.** We strive to live and work in a passionate, innovative, collaborative, effective, grace-filled, and joyful way. We expect you to be able to work in accordance with Compassion's culture and values and hold yourself accountable for growing in them. Therefore, one interview area will explore your active personal commitment to the Christian Faith.

This is not an exhaustive list but a guide to the main areas of responsibility. Any substantial changes to this job profile will be discussed fully with the post holder.