



# SUPPORTER CONNECTION AND ENGAGEMENT OFFICER

**Application Pack**

BE THE TRAILBLAZER  
ACTIVATE CHANGE  
STRENGTHEN LIVES  
BUILD COMMUNITIES  
EMBRACE THE CHALLENGES  
BE THE HELPING HAND  
FAITH TAKING ACTION  
PURPOSEFUL ACTION  
REAL PEOPLE  
REAL FAITH  
RISK TAKERS



# ROLE OF SUPPORTER CONNECTION AND ENGAGEMENT OFFICER

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Church Army's donors are vital to our future and growth as they underpin the resourcing of our frontline work. Developing and maintaining strong relationships with our donors is therefore equally important. That's the role of the Supporter Connection and Engagement Officer, but there's also so much more...

You understand that the Supporter Connection and Engagement Officer plays a key role in developing and deepening relationships with supporters through personal engagement, particularly via phone and email. This role helps to inspire generosity, communicate impact, and ensure every supporter feels valued and connected to Church Army's mission. You understand that the work you do directly enables our frontline work to happen.

You will be able to grasp a big vision yet have a keen eye for detail. You pride yourself on accuracy and ensuring that the last task of the day is done with the same amount of enthusiasm as the first. You'll be someone who's driven by purpose and energised by goals, finding real satisfaction in meeting (and exceeding) targets that make a meaningful difference.

Our Supporter Connection and Engagement Officer understands that a meaningful supporter journey is driven by having great data. You'll be able to put yourself in the donor's shoes to inform your own actions and priorities.

This is an exciting role which will evolve over time. You'll also relish being part of a wider team and sharing learning with colleagues, who you will both support and be supported by.

You'll be fully supported to thrive in your role—with professional training where needed, regular one-to-one time with your line manager, and the encouragement that comes from being part of a national charity and a caring, faith-filled community.

This role is based in Sheffield, which is home to our team who have an operational focus on facilitating the work of Church Army across the UK and Ireland. This is a hybrid role, offering the flexibility to work up to 40% of your time from home — supporting a healthy balance between collaboration and focused, independent work.

This role has an occupational requirement for a Christian faith.

**Jenny Mears, Fundraising Operations Manager**

# ROLE DESCRIPTION

<b>Location</b>	Wilson Carlile Centre, Sheffield (Hybrid)
<b>Salary</b>	£25,808 per annum – pro-rated for part-time.
<b>Responsible to</b>	Fundraising Operations Manager
<b>Relating to</b>	Our Fundraising and Communications Department
<b>Hours</b>	23.5-30 hours per week.
<b>Pension</b>	Church Army is an auto enrolment employer. If you are eligible for pension contributions, you will be enrolled into a qualifying scheme and minimum pension contributions will be made by the employer.
<b>Annual Leave</b>	247.5 hours per annum, including bank holidays (pro-rated for part time.) Some days are compulsory leave over Christmas when the office is closed.
<b>Probation Period</b>	Six months
<b>Contract Type</b>	Permanent
<b>Notice Period</b>	One month (after probation period)
<b>DBS Requirement</b>	A DBS check is not required for this post. However, all staff are expected to read and comply with Church Army's Safer Ministry Policy.  Everyone in Church Army whether a staff member, volunteer, Evangelist, Evangelist in Training or Licensed Waterways Chaplain is responsible for making sure that Church Army has a safe and healthy safeguarding culture. We are committed to protecting the vulnerable and ensuring the highest possible safeguarding standards. We expect everyone in Church Army to be familiar and comply with our Safer Ministry Policy, undergo any safer recruitment processes, and report any concerns or behaviours they don't think are right to a member of the safeguarding team: <a href="mailto:safeguarding@churcharmy.org">safeguarding@churcharmy.org</a> , or someone they trust.

**Occupational Requirement**

This post is subject to an Occupational Requirement under the provisions made in the Equality Act 2010 that the post holder has an active faith in Jesus. As this is a role promoting the Christian Faith, the postholder should be a committed Christian. The successful candidate must be in agreement with the vision and values of Church Army.



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## **PURPOSE:**

To pro-actively nurture and strengthen relationships with our supporters and potential supporters. To inspire them to partner with us through giving, prayer and action. To provide administration support on our Supporter Database and undertake general duties within the fundraising team. The purpose of the fundraising team is to help financially resource and sustain our frontline projects, training and Centres of Mission.

## **OBJECTIVES:**

- 1. Proactively engage with our supporters to build meaningful relationships and inspire continued generosity towards our mission.**
- 2. Deliver and support a variety of outbound telephone and email campaigns throughout the year, targeting both warm and cold audiences.**
- 3. Serve as a key point of contact for supporters—processing telephone donations, expressing gratitude, and delivering exceptional supporter experiences.**
- 4. Provide outstanding supporter care and carry out administrative responsibilities with accuracy and professionalism.**
- 5. Bring creativity and insight to the Fundraising Team and the wider Fundraising and Communications Department.**
- 6. Actively contribute to the culture and day-to-day life of the Co.Lab Team.**

## **KEY TASKS:**

**In this role you will ....**

**Inspire supporters on a 1-1 basis via phone and e-mail.**

- Phoning through lists of warm and colder supporter contacts to inspire them into supporting Church Army more deeply. This could be calling for regular giving increases, inviting people to events, offering prayer, speaking to churches about hosting a speaker or thanking donors.
- Directly e-mailing supporters to engage them further with the work of Church Army – seeking to increase our income from and engagement with our supporters.

**To process the outcomes of those calls**

- Updating our database with the outcome of those calls, ensuring that information is processed accurately and follow up actions are completed in a timely manner.
- Ensuring requests made on those calls are acted on either directly or by ensuring requests are passed to the correct department.

**To support the wider Supporter Engagement Team**

- To engage with inbound supporter requests, payment processing, thanking and banking.
- To be a key point of contact for our supporter base by responding to inbound calls and emails.

**Contribute creatively to the work of the Fundraising Team and across the Fundraising and Communications directorate.**

- As and when appropriate and within capacity, take on additional fundraising projects and programmes.
- Suggest ways to improve fundraising processes leading to a better donor experience.
- Support colleagues in achieving their aims as and when needed and possible.
- Engage in and support the spiritual life of the team by attending and leading prayer meetings.
- Attend team meetings to keep the rest of the team informed of progress and attend and initiate creative meetings as required.
- Keep up to date with new fundraising opportunities and relevant training & resources.

**To be an active participant in the life of the Co.Lab Team.**

- Be an active member of the Co.Lab team, sharing in the life, objectives, and shared practices of the team.
- Attend and take part in regular Co.Lab gatherings.
- Whilst working at the WCC, share in the general responsibilities of all staff with regard to welcoming visitors, dealing with post, handling phone calls, and enquiries as required.

**General:**

- To undertake any such duties as are commensurate with the post at the direction of the Fundraising Operations Manager.
- To be active as a member of the Fundraising team (and wider Fundraising and Communication Department), demonstrating and encouraging participation in team meetings and in the overall objectives and life of the team.
- To attend an annual appraisal and regular one to ones with your line manager
- To undertake any training as required for the role as identified in an appraisal or supervision
- To always adhere to Church Army's contractual and non-contractual policies. These are outlined in the Staff Handbook.
- Act in the best interest of Church Army at all times.

# PERSON SPECIFICATION

The following sets out what we are looking for in the post holder. As you apply for the post and submit your application, please make sure you evidence with good clear examples how you meet the criteria below.

ESSENTIAL	DESIRABLE
Proven ability to inspire and engage individuals through one-to-one communication. This could be phone or face to face.	Previous experience in tele-sales or tele-marketing, ideally within a fundraising or nonprofit environment.
A strong understanding of the Church and Christian contexts, particularly within the UK.	Experience using Microsoft Dynamics CRM.
Excellent communication and interpersonal skills, with the ability to build rapport quickly and connect meaningfully with supporters.	Familiarity with databases or CRM systems, particularly in an administrative or supporter care context.
Confident and persuasive speaker, able to clearly articulate Church Army's mission and impact.	Proven ability to work towards and meet performance targets, with examples of where this has been achieved in previous roles.
Skilled in navigating sensitive or challenging conversations with empathy, tact, and resilience.	
Comfortable and authentic in discussing Christian faith, particularly in relation to evangelism; willing and able to offer prayer when appropriate.	
Competent in using databases, with a focus on accuracy and efficiency in updating supporter records.	
Able to manage a varied workload independently, ensuring tasks are completed and followed up in a timely manner.	
Self-motivated and positive, with the resilience to stay engaged and upbeat even after difficult conversations.	

Target-driven, persistent, and proactive in achieving results and meeting goals.	
Passionate about evangelism and aligned with Church Army's vision and values, with the ability to communicate that passion effectively to Christian audiences.	
A collaborative team player with a flexible attitude, ready to support colleagues and take on additional tasks as needed.	

# WHAT MAKES US CHURCH ARMY

## Our Vision

For everyone everywhere to encounter God's love and be empowered to transform their communities through faith shared in words and action.

See our [We Are Church Army](#) video.

## Our Values

Everything we do is underpinned by our GRACEUP values:



**Generous** - We believe God is generous and we want to model that generosity to others.



**Risk-taking** - We have a long heritage as a pioneering movement, taking calculated risks and giving our staff permission to try new things.



**Accountable** - We are accountable to God and others, and we want to be reliable and responsible to high professional standards.



**Collaborative** - We are committed to partnering with others who share our values; we believe collaboration enhances the potential and outcomes of our work.



**Expectant** - We are hopeful, expecting God to do new things through our frontline work and the Church Army community.



**Unconditional** - We believe God loves everyone and every person is significant in His eyes. We serve anyone regardless of their age, gender, race, sexuality, faith, ability, status or circumstances.



**Prayerful** - We listen to God through prayer, and we want to be obedient to Him. We want to be like Jesus in all we do.

## Working with Us

We aspire to see our teams reflect the communities they serve, and to have a diversity of people and views reflected across our organisation. We are a Christian charity working with people of all faiths and none. We ask that our team, where being a Christian is not a requirement, to respect and be sympathetic to our history, work, vision and values.

We welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are an equal opportunities employer and we do not discriminate on the basis of any characteristic, including those protected by the Equality Act.

Church Army staff have access to a wide range of benefits, and you can find some of these listed on our [website](#) below our vacancies.



# APPLICATION PROCESS

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If you would like you to find out any more about the role, please contact Jenny Mears, Fundraising Operations Manager by email: [jennifer.mears@churcharmy.org](mailto:jennifer.mears@churcharmy.org)

To apply, **please submit a Church Army Application Form** which is available to download from the job advert on our website.

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**Deadline:** 6 February 2026 @23.59

**Interview:** Tuesday 18 and Wednesday 19 February 2026

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## What to expect from our Recruitment Process:

- Email your completed application form, **in word format**, to [recruitment@churcharmy.org](mailto:recruitment@churcharmy.org)
- One of our team will acknowledge your application
- Applications are shortlisted against the person specification
- You will be contacted as to whether you have been invited to interview

## Offers of employment are made subject to:

- Evidence of your eligibility to work in the UK
- Successful completion of a probationary period
- Two satisfactory references

References are usually only requested once an offer has been made. We will ask for your permission before seeking any references.

For more information about Church Army please visit: [www.churcharmy.org](http://www.churcharmy.org)