

Supporter Partnerships Officer (Maternity Cover) Job Description



Department:	Fundraising and Supporter Partnerships
Reporting to:	Supporter Partnerships Manager
Responsible for:	No Direct Line Reports
Location:	175 Tower Bridge Road London (minimum 3 days in the office)
Duration:	This is a maternity cover and full-time role (40 hours per week)

About Us

At London City Mission we are passionate about sharing the love of God and the good news of Jesus Christ with the least reached in London, and to do this in partnership with churches.

To help us do that, we have developed a set of values which shape the way we work and relate with each other:

Rooted in Christ

We are prayerfully dedicated to doing God's will and living in His way, according to His word.

Christ-Like Love

We look not to our own interests but to the interest of others because we are united as brothers and sisters in Christ.

God Glorifying Excellence

We pursue the best that we can to glorify God and serve each other in all we do.

Spirit-Inspired Perseverance and Courage

Standing firm, pushing through, paying the price for the sake of Christ and the gospel.

Purpose of role:

The Supporter Partnerships Officer plays a vital role in delivering an exceptional experience for new and existing supporters. As a key member of the Fundraising team, you will be the first point of contact for individuals and organisations who give to the charity; handling enquiries, processing donations given over the telephone, updating supporter records, nurturing long-term relationships and providing insight to other members of the fundraising team.

This role is ideal for someone who thrives in a people-centred environment, enjoys providing outstanding supporter care, and is energised by working in a mission-driven fundraising setting. Your work ensures supporters feel valued, informed, and inspired to continue their journey with us. Conversations around personal faith, Biblical convictions around supporting gospel ministry and requests for prayer often form part of the dialogue between the SPO and supporters.

Responsibility for:

Supporter Care & Engagement

- Be the first point of contact for supporters' (existing and new) enquiries by phone, email, letter, website and any other fundraising channels. Ensure they experience an excellent standard of response and experience.
- Be responsible for ensuring donations are thanked promptly and for establishing excellent standards of supporter care.
- You will look for opportunities to send stories and communications that show the Mission's appreciation including leading on the LCM wide thank you events to Individual Giving supporters.
- Keep thank you letters up to date with new stories to show the impact of their donations.
- Respond to the cancellation of donations thanking the supporter for their gifts and ensure that the cancellation was planned.

Data & Insights

- Ensure all supporter information and interactions are captured accurately, up to date and stored in the fundraising CRM in line with GDPR and organisational policies to allow LCM to maximise income. This includes creating new records, assist with managing online donation pages and communicate with supporters on communication preferences and gift aid.
- Run regular reports to track supporter engagement, retention, and income trends.
- Use insights to improve supporter stewardship and fundraising journeys.

Proactive Fundraising Support

- Identify opportunities to deepen supporter relationships, including upgrading gifts, promoting campaigns, or encouraging long term commitments.
- Support the delivery of fundraising appeals, events, and supporter journeys.
- Collaborate with colleagues across the fundraising team to deliver outstanding supporter experiences.
- Maximise income by ensuring gift aid declarations are correct and up to date giving supporters every opportunity to opt in.

Donation Processing & Administration

- Accurately set up new direct debits and Gift Aid declarations.
- During staff absence support the recording and reconciliation of donations if necessary

Fundraising and Supporter Partnerships team

- Represent LCM at external events and conferences each year where the SPO will be expected to communicate LCM's vision with a passion for and understanding of the gospel message, as well as share their personal journey of faith in Jesus Christ.
- Provide support and take part in meetings, activities and events in the Fundraising and Supporter Partnerships Team.
- Fully participate in the spiritual life of the Mission including attending the annual week of prayer, the monthly Team Day and daily staff prayers

This role is based in London City Mission office in Tower Bridge Road and will involve occasional UK travel.

Person Specification

A. Experience

Essential

- Strong organisational and planning skills
- Excellent written and oral communication skills
- Ability to work on your own initiative and as part of a team
- Experience in customer service or supporter care
- Experience of using a CRM /donor database
- Good working knowledge of excel spreadsheets
- Attention to detail
- A practising, evangelical Christian, and a committed member of a local church whose leadership is willing to commission you for this position
- Inspired by London City Mission's vision and values

Desirable

- Medium level skills in MS Office applications
- Experience of using Microsoft Dynamics D365 CRM
- Experience of processing direct debits
- Experience of coordinating volunteers
- Experience of working in a fundraising team
- Be willing to host the LCM weekly online prayer meeting and to lead team devotions

B. Key Competencies

1. **Motivation:** Understands the main aim of LCM's strategy and of their role in supporting that, and motivated to deliver the full scope of their role as set out in this Job Description.
2. **Judgement:** Makes timely and sound judgements and decisions on a range of issues, seeking advice and approval from their line manager and other colleagues, as appropriate; ensures these are aligned with LCM's strategy and goals, and that LCM make the most of opportunities. Applies Godly wisdom.
3. **Excellence, planning and organising:** Commits plans to the Lord. Excellent planning and Admin skills. Able to look well ahead and develop clear and workable plans to get things done in a timely, effective, and efficient way. Monitors progress in delivering the supporter partnerships service, and keeps things on track, whilst being flexible to adjust plans if needed.
4. **Technical:** Can deliver on all the technical aspects of aiding, accurate data entry in accordance with LCM's policies and procedures suitable for supporter care and in line with UK GDPR regulations using our CRM. Training will be available.
5. **Customer service and relationships:** Delivers excellent customer service and supporter experience. Excellent communication skills, able to build and maintain fruitful working relationships following LCM supporter queries as first point of contact. Resolves conflict well and refers issues to more senior colleagues, as appropriate.

6. **Collaboration and Teamworking:** Co-operates well with others and shares knowledge and expertise to support their work and development. Willing to learn from others. Works as part of a team, contributing to team goals and encouraging and supporting other team members. Works collaboratively within their own team as well as with colleagues across LCM (Field and Head Office).
7. **Drive:** Focuses on agreed priorities and manages time and effort to deliver on excellence and to make progress against plans. Finds a way forward, asking for help and advice from their line manager and other colleagues when required. Takes initiative to develop new or better ways that will improve the donor /supporter experience.
8. **Values:** Our four LCM values clearly shape the way they work and relate with others.

Benefits

Here are some of the benefits we would offer you in this role:

- Salary for this role: £31,668
- 25 days annual leave rising to 27.5 days after 4 years of service
- 3 additional days off work to be taken by all staff in between Christmas and New Year as fixed days
- Additional leave on all bank holidays
- Blended approach to work - with some flexibility over days in the Office and working from home
- An attractive pension scheme with LCM contributing 11.5% of salary
- Clear Christian values underpinning all we do
- Regular LCM and team prayer events; monthly whole of LCM team days with worship, teaching, prayer, and updates; and an annual week of prayer in January
- Season ticket loan option (following completion of probation for permanent employees)
- Cycle to work scheme
- Support for professional membership subscriptions and CPD
- Active staff forum to ensure staff have a voice in people, well-being and safety matters

This job description is not intended to be exclusive or exhaustive. It is an outline indication of activity and will be amended in the light of LCM's changing needs.

OCCUPATIONAL REQUIREMENT

London City Mission (LCM) is an organisation committed to preaching the Christian gospel to the people of London.

The Supporter Partnerships Officer plays a key part in managing Partnerships with individual supporters for the London City Mission. It is essential that he/she must personally own, communicate and implement the aims and objectives of the Mission as he/she will be the first point of contact with supporters, including written, telephone and face to face. LCM deeply values its relationships with supporters, some of whom have been giving to and praying for the work for decades.

Many of our supporters know our staff by name because of personal conversations they have had around their personal faith and how we have responded to requests for prayer. We seek to build relationships with individuals over time and connections are often made as we share stories of personal Christian faith and how this motivates us to be a part of gospel work.

On this basis, we consider there is a *prima facie* case that the person appointed in this role be an evangelical Christian.

Employees are required to agree to the Mission's Statement of Faith and Conduct.

This job description does not form part of a contract of employment.