

JOB DESCRIPTION: Head of UCB Prayerline

Department: UCB Prayerline

Reporting to: Operations Director

Location: United Christian Broadcasters Limited, Westport Road, Burslem, Stoke on Trent

Hours: Full Time, 36.25 hours a week – based at the UCB offices in Stoke on Trent, there will also be a requirement to visit Prayerline Satellites. This post will require some weekend work and overnight stays away to visit Satellite groups, events, training and networking related to Prayerline. Flexibility of hours will be required.

Contract: Permanent

Main Purpose of Job:

To oversee and lead UCB Prayerline, which includes UCB staff and volunteers both in Stoke on Trent and around the country, based in Satellites.

Position in Organisation:

Reports to Operations Director

Works closely with Prayerline team, volunteers and other Heads of department across UCB.

Duties and Key Responsibilities:

Prayerline:

- Develop the UCB Prayerline service, according to best practice guidelines, for all methods of contact and communication (e.g. telephone, post, emails, texts and social media interactions)
- Oversee development of, and efficient and effective management of the Prayerline volunteers and staff (including maintaining appropriate records). This includes recruitment, ongoing volunteer training and other support, as required, with special emphasis on the Satellite Leaders.
- Establish ongoing recruitment for an in-house team of volunteers and teams from neighbouring counties.
- Develop relevant safe-guarding and support procedures for volunteers and staff in line with UCBs safeguarding policies.
- Ongoing, develop and improve the service based on quantitative and qualitative feedback. Work with Technology to identify possible technical opportunities to improve the service.
- Analyse dropped call rates, strategically identifying areas of weakness, in order to maximize call cover and efficiency, and to ensure the agreed opening times are adequately covered.
- Maintain an operational manual, ensuring all aspects of Prayerline are documented and kept up to date following any best practice policies UCB may develop.
- Work with Communications & Marketing, to promote the Prayerline service in terms marketing and fundraising, in order to promote and further develop the service.
- Seek opportunities for Prayerline to be accessible for specialist customers such as Armed Forces.

General

- Maintain absolute confidentiality and integrity with regard to all matters relating to the function
- To undertake training as required.
- Maintain an understanding of the wider ministry of UCB.
- Understand and consider UCB's and UCB Prayerline's strategic plan. Identify what you can contribute and how you fit into the plan.
- To embrace and demonstrate the UCB Culture which is based on the UCB Values: Unity, Integrity, Self Worth, Stewardship, Quality, Accountability & Service.
- To assist with the production of monthly KPI's & reports for internal and external reporting purposes.
- To provide information to aid the production of the both internal and external communications.
- To gather stories and accounts from customers of Prayerline, reporting the positive impact they have had from interacting with UCB.
- Such other duties as management may from time to time reasonably require.

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.
- Experienced in leading and supervising others with a management qualification preferable
- Experienced in setting goals and targets and an ability to delegate and release others into their skills and gifting
- Effective project management and organisational skills. Able to manage own workload and direct that of local and remote team members.
- Computer and database literate.
- Educated to degree level or be able to demonstrate equivalent experience.

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 UCB's story in a manner that is relevant and engaging.
- Must have a positive can do approach.
- Must be resilient and reliable.

Dated: February 2019

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