

#



JOB DESCRIPTION: Prayerline Relationship Officer

Department: UCB Prayerline

Reporting to: Head of UCB Prayerline

Location: United Christian Broadcasters Limited, Wesport Road, Burslem, Stoke on Trent ST6 4JF

Hours: Fulltime, 36.25 hours a week – 5 days, 7.25 hours per day, generally between 8am and 6pm. This post may include some weekend work and overnight stays away from home due to visiting Satellite prayer group locations and events related to Prayerline. Flexibility of hours will be required.

Contract: Fixed Term Contract initially for 3 years subject to a 6 month probation period and further funding being secured after 3 years.

Main Purpose of Job:

To support the provision of the UCB Prayerline Satellite service: maintain, monitor, train and develop all aspects of the allocated Prayerline Satellites Teams in line with Prayerline policies and best practice, to enhance the service provided to maximise efficiency and service levels. Provide prayer support for the Prayerline Satellite Teams, together with all those who contact the Prayerline service.

Position in Organisation:

Reports to Head of UCB Prayerline
Works closely with Prayerline Coordinator, Prayerline Liaison Officer, Prayerline Officers, Prayerline Volunteers.

Duties and Key Responsibilities:

- Support the centre of excellence and best practice in Burslem and implement and maintain consistent practices to all allocated Prayerline Satellite Teams.
- A commitment to pray daily for your allocated Prayerline Satellites ensuring you are aware of any specific prayer needs among the volunteers.
- Maintain good contact with the Prayerline Satellite leaders through regular phone calls and visits to encourage them spiritually in prayer but also in their competency and commitment.
- Support with recruitment into the allocated Prayerline Satellite Teams and work with management and Marketing to actively recruit new Prayerline Satellites.
- Support in maintaining and developing training materials including Prayerline Manuals, Presentations and Satellite Leaders Packs.
- Provide training as required to Prayerline Satellite Leaders and Volunteers throughout allocated Satellites as required.
- Optimise actual calls per satellite and review quality of calls.
- To identify referral organisations to support Prayerline, ensuring this information is passed to all satellites as appropriate and ready for further Helplines Directory edits.
- Help develop, organise and facilitate various activities and events and in house conferences when required.
- Encourage Churches in your designated Satellite network area to help support the work of UCB through providing volunteers, and or financial support in line with the Communication Team's Church Engagement Strategy.

#



- To support in maintaining links with other Christian Helplines or support organisations e.g. CHA, Forces Christian Union.
- Contribute to an operational manual within the department, ensuring all aspects of your role are documented and kept up to date following any best practice policies we may develop.
- Maintain an understanding of the wider ministry of UCB.
- Maintain absolute confidentiality with regard to all matters relating to the function.
- To undertake training as required.
- Attend Prayerline meetings and events.
- To assist with the production of monthly KPI's & reports for internal and external reporting purposes.
- Understand and consider UCB and Prayerline's strategic plan. Identify what you can contribute and how you fit into the plan.
- To provide information to aid the production of the Weekly Roundup.
- To gather Testimonies from users of our services reporting the positive impact they have had from interacting with UCB.
- Such other duties as the management may from time to time reasonably require.

Qualifications/ Knowledge/ Experience and Skills:

- Strong communication skills; both verbal and written is essential
- Strong knowledge of Scripture and how this can be embedded in prayer
- Fully computer and database literate is essential
- Excellent interpersonal skills with the ability to communicate with sensitivity and discretion, especially when praying with people over the telephone
- Strong administration and organisational skills
- Ability to read and digest information accurately
- A good command of the English language with a clear speaking voice
- GCSE English A – C
- GCSE Maths A - C
- Ability to handle and prioritise multiple tasks combined with an enthusiastic customer service approach.

Person Specification:

- To embrace and demonstrate the UCB Culture which is based on the UCB Values, Unity, Integrity, Self Worth, Stewardship, Quality, Accountability & Service.
- The post holder will be a committed Christian who will work as an Ambassador of Christ to deliver a distinctly Christian service to UCB and its supporters
- The commitment to participate in daily prayer time in order to promote team unity
- 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
- A positive commitment and sound knowledge of United Christian Broadcasters
- Ethical integrity
- Strong customer focus
- A 'people person' who is able to thrive in a team environment
- Resilience, flexibility, reliability, 'can do' approach, initiative, positivity.

Dated: May 2019

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