

Role: Supporter Care Volunteer

Employer: United Christian Broadcasters

Reporting to: Administration Team Leader

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

Hours: Flexible

UCB's Supporter Care Department is a key function within the organisation and is responsible for excellent customer service.

Main Purpose of Role

As a volunteer in the Supporter Care Team, you will ensure an excellent service to supporters is provided over the telephone and via email or letter in order to meet customer requirements and expectations.

Position in Organisation:

Departmental Head is Head of Supporter Care.

Reports to Administration Team Leader.

Duties and Key Responsibilities

- To strive for excellence in customer service
- To provide customer focussed Christian assistance to all service users; both internally and externally, ensuring that work undertaken accurately reflects UCBs Christian values and ethos
- Ensure that any enquiries in relation to our Christian beliefs are responded to accurately, sensitively and in accordance with biblical principles
- To be flexible and willing to carry out tasks as and when required, taking into consideration constant changes in the priorities of the workload
- To respond to all customer queries in an efficient, polite and courteous manner
- To input and amend general data on database
- To process queries and requests for the UCB Word For Today, Word For You, One Hope products and other publications produced by UCB
- To process donations and produce receipts
- To process and amend Gift Aid Declarations
- To undertake receptionist duties as required
- To welcome guests and personal callers in a friendly and professional manner
- To ensure the prompt transfer of telephone calls to the required department / person
- To gather testimonies from our service users reporting UCBs positive impact

- To pack items as required ensuring correct literature and quantities are packed to the highest standard
- To respect and maintain the confidentiality of the processed material and ensure that any regulations concerning security or confidentiality (such as the safeguarding of passwords) are complied with
- To undertake training as required.

Qualifications/ Knowledge/ Experience and Skills

- Strong communication skills; both verbal and written is essential
- Fully computer and database literate is essential
- Excellent interpersonal skills with the ability to communicate with sensitivity and discretion
- Ability to read and digest information accurately
- A good command of the English language
- Ability to handle and prioritise multiple tasks combined with an enthusiastic customer service approach.

Person Specification:

- 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.
- 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 2018