

# Head of Customer Operations

Role Description and Recruitment Pack



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## Role overview

<b>Title:</b>	Head of Customer Operations
<b>Hours:</b>	35 hours per week
<b>Contract:</b>	Permanent
<b>Location:</b>	1 Lamb's Passage, London, EC1Y 8AB <i>There is some flexibility to work remotely, although you must be able to work in the office at least one day per week, or as the organisation requires.</i>
<b>Reports to:</b>	Chief Customer Officer
<b>Salary:</b>	£47-51k per annum
<b>Closing Date:</b>	9am Thursday 9th July 2026 <i>Applications will be assessed as and when they are received, so early application is encouraged.</i>

## Why this position is important to us

This is a pivotal leadership role at the heart of Stewardship's customer operations. You will lead a dedicated team responsible for delivering operational excellence across our primary platforms, ensuring that the systems, processes and controls supporting our services are effective, scalable and aligned with our mission.

Generosity should be enabled, not hindered, by the operational processes that sit behind it. By leading and improving the administration, governance and delivery of our customer operations, you will help Stewardship serve givers, churches, charities and Christian workers with greater care, consistency and excellence.

## The impact you will have in this role

This dynamic and strategic role offers a unique opportunity for an enthusiastic leader who is passionate about serving our organisation's Christian mission. As the leader in this role, you will have proven ability to drive operational efficiency and implement best practice. You will prize quality and attention to detail, and innovation, focusing on growing the Kingdom of God through operational efficiency and excellence.

## Welcome to Stewardship

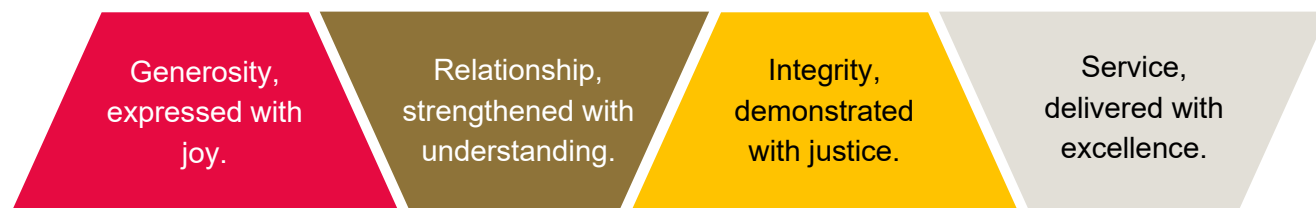
Stewardship serves Christian donors, workers, charities and churches in the UK and beyond called to faithfully steward their personal, professional or ministry resources for God's glory.

Founded over a century ago by a small group of Christians who partnered to facilitate financial support for Christian ministries, today we help over 30,000 people experience the joy of generosity, giving more than £100 million each year in support of over 6,000 charities, 4,000 churches and 2,000 Christian workers.

## Our vision, mission and values

Our vision is to a thriving Kingdom economy where God's people steward resources generously to advance the Gospel. We help Christians be the best stewards of the resources God gives them.

Our four core values underpin all the work we do at Stewardship:



To find out more about Stewardship, watch this introductory video:



# Job detail

## Main responsibilities

To include, but not limited to:

### **Leadership & Team Development**

- Lead and inspire the Customer Operations team, fostering a culture of excellence, accountability and service.
- Provide strong line management, coaching and development to ensure high performance, clear objectives and professional growth across the team.
- Establish and monitor appropriate performance measures to ensure alignment with organisational goals and priorities.
- Contribute to wider organisational leadership, bringing a customer, operational and mission-focused perspective.

### **Operational Excellence**

- Oversee the effective delivery of customer operations across Stewardship's products and services, ensuring high standards of accuracy, efficiency and care.
- Develop, implement and continually improve operational processes, controls and ways of working to support scalable, high-quality service delivery.
- Drive automation, consistency and continuous improvement across Customer Operations, ensuring processes are well documented, maintained and accessible.
- Ensure operational activity is appropriately governed and supports organisational priorities, customer needs and service excellence.

### **Risk, Compliance & Audit**

- Work in partnership with relevant colleagues to ensure customer operations are supported by appropriate governance, risk management and financial controls.
- Oversee the identification, management and resolution of operational compliance issues, complaints and incidents within scope.
- Support due diligence, audit readiness and the ongoing review of controls and processes, ensuring actions are followed through and improvements embedded.

### **Digital Tools & Operational Capability**

- Oversee the effective use of digital tools and operational systems that support Customer Operations and customer-facing teams.
- Ensure staff are well equipped, trained and supported to use systems effectively and consistently.
- Maintain oversight of operational processes connected to shared tools and platforms, promoting consistency and good practice across the organisation.

### **Collaboration & Stakeholder Partnership**

- Work closely with leaders across Customer Service, Product, Customer Experience, Compliance, Finance and other teams to deliver a seamless and well-governed customer experience.

- Contribute operational insight to product development, service improvements and organisational decision-making.
- Use data, feedback and cross-functional collaboration to identify opportunities for improvement and innovation.

### **Strategic Planning & Execution**

- Contribute to the development of strategic initiatives that drive customer satisfaction and operational effectiveness.
- Establish and monitor performance metrics and adjust strategies as necessary to meet internal or external customer needs.
- Analyse data to identify trends and areas for improvement in customer operations.

### **Growth Strategy**

- Develop and execute customer operations strategies that support overall business growth.
- Establish and monitor key performance indicators (KPIs) to ensure that our operations run effectively and efficiently to support the delivery of our services and strategy.
- Create opportunities for economies of scale, whilst maintaining a low cost-base.

### **Alignment with Mission**

- Ensure that all customer operations align with Stewardship's Christian mission and values.
- Foster a service-oriented culture that emphasises the importance of serving others.

## **It's all about you...**

We recognise that to be great at your role, there are certain characteristics that are important and others that enable a good fit within our existing team and culture.

You should be:

- A strong operational leader who enjoys solving problems, improving processes and finding practical ways to deliver better outcomes.
- Adaptable, innovative and forward-looking, with an appetite for continuous improvement, change and innovation.
- An excellent communicator, able to build trust, work collaboratively and influence across teams.
- A collaborative team player who works effectively with colleagues across a variety of business areas.
- A motivated self-starter with sound judgement, high standards and a desire to serve colleagues and customers with excellence.
- A practising Christian and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement. You should also be able to demonstrate enthusiasm for the Christian purposes of the organisation and a readiness to support and contribute to its ethos.

# Desired skills and experience

Skills and experience	Essential	Desirable
You are an experienced people manager and team leader, with a passion for your staff.	✓	
You have substantial experience in operations, service delivery or administration, with excellent written and verbal communication skills.	✓	
You bring a strong customer focus, with experience of delivering or overseeing services that meet customer needs with care, responsiveness and professionalism.	✓	
You are skilled at identifying opportunities to improve processes, increase efficiency and strengthen operational delivery.	✓	
You have strong organisational and time-management skills, with the ability to prioritise effectively and lead well in a complex and changing environment.	✓	
You are an effective collaborator, capable of working well with a variety of stakeholders.	✓	
You are resilient, adaptable and able to respond positively to shifting priorities while maintaining strong standards and sound judgement.	✓	
You have a good understanding of the UK charity sector and relevant compliance considerations, including Gift Aid, Anti-money laundering, Safeguarding and Data Protection.		✓
You have experience using CRM, workflow or operational systems to support service delivery, reporting and process control.		✓
You understand and value the role that faithful stewardship and generosity play in supporting the mission of the Church and Christian charities.		✓
You have the Right to Work in the UK (we do not offer sponsorship arrangements).	✓	
You will meet our Occupational Requirement to be a practising Christian as an active member of a local church and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement.	✓	

# Working for Stewardship

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## Q. What are the usual working hours?

A. Stewardship's normal office hours are 9am to 5pm, Monday to Friday, but you may be required to work flexibly between 8am and 6pm in accordance with the needs of the organisation.

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## Q. How much Annual Leave do you offer?

A. All full-time employees receive 27 days Annual Leave, and 8 days bank holiday leave.

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## Q. What are the pension arrangements?

A. Stewardship offers a generous pension contribution; the equivalent of 10% of your gross annual salary into a group personal pension scheme (applicable after 3 months service).  
A salary sacrifice scheme for personal contributions is also available.

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## Q. Is it possible to work from home?

A. Yes, we are happy to offer flexibility for this role but would expect you to be able to work in our London office for a minimum of 1 day per week.

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## Q. What staff benefits do you offer?

A. Once probation has been passed, there are number of benefits available to staff:

- Subsidised exercise membership
  - Hybrid and flexible working options
  - Contribution to your charitable giving account
  - Generous leave allowances
  - Long service awards
  - Participation in the Cycle to Work Scheme
  - Death in Service benefit (4x annual salary)
  - Option to join a Health Cash Plan
  - Interest-free season ticket loan
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# How to apply for this role



## Occupational Requirement (OR)

As a result of our Christian ethos, this post is covered by an Occupational Requirement (OR) under Part 1 of Schedule 9 to the Equality Act 2010. The successful applicant will be expected to be a practising Christian and to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement, by:

- Active membership of local church congregation.
- An understanding of the faith aspects of the work of Christian charities, including the preparedness to pray with colleagues, where appropriate.



## How to apply for this position

You can apply online for this role at [www.stewardship.org.uk/about-us/careers](http://www.stewardship.org.uk/about-us/careers)

Please remember to also upload a copy of your C.V. along with a covering letter that demonstrates what you would bring to this role, to Stewardship and how you fulfil the Occupational Requirement.



## Contact us

For any questions or to arrange an informal conversation about this role, please contact Joan Gray, our People, Culture & Place Administrator, on:

Telephone: 020 8502 5600, Extension 307

Email: [careers@stewardship.org.uk](mailto:careers@stewardship.org.uk)

### Stewardship

1 Lamb's Passage, London EC1Y 8AB

020 8502 5600

[careers@stewardship.org.uk](mailto:careers@stewardship.org.uk)

[stewardship.org.uk](http://stewardship.org.uk)

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