



OMF International UK Recruitment Pack

Supporter Relations Coordinator



Supporter Relations Coordinator

Are you a highly skilled administrator and communicator, passionate about sharing Jesus Christ across cultures? Do you desire to see lives and communities transformed by the good news of Jesus Christ?

In a fast-changing church and mission landscape, OMF International (UK) aims to become a centre for sharing the good news of Jesus with East Asia's peoples in, to and from the UK. The UK is not just a place where missionaries are sent from, it is also a context into which missionaries are being received and where intercultural ministry is being carried out.

The Supporter Relations Coordinator will play a key role in communicating with our new and existing supporters, welcoming visitors to our office, and ensuring enquirers are connected to the right members of our team. The successful applicant will have an opportunity to use their administrative and interpersonal skills to support our team in the development of this ministry across the UK and Ireland as well as throughout East Asia. All of this is vital for our vision to be a catalyst for the Church sharing the good news of Jesus Christ in all its fullness among East Asia's peoples through all aspects of life.

There is an Occupational Requirement for the jobholder to be a practising Christian, an active member of a local church, able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement.

We share the good news of Jesus Christ in all its fullness with East Asia's peoples to the glory of God.

Who are OMF?

We are a forward-thinking, gospel-focused charity that pursues every avenue to share Jesus with East Asia's people. Globally OMF partners with over 2,000 workers from over 40 nations to serve more than 100 East Asian people groups. We support the growth of the East Asian church, serve its communities and take the good news of Jesus to people that have not heard it.

The organisation was founded by James Hudson Taylor as the China Inland Mission in 1865. Following the withdrawal of our workers from China in 1951, the China Inland Mission started working in the surrounding countries of East Asia. In 1964 the CIM became the Overseas Missionary Fellowship, reflecting our new work of serving Chinese people overseas. Our ministries quickly expanded to other East Asian people groups and increasingly serve East Asians around the world. In 1993 we became OMF International.

We exist to bring hope to East Asia's billions through sharing the good news of Jesus Christ in all its fullness for the advancement of his Church. We've been on the same mission for over 160 years. But like the rest of the world, East Asia is changing fast. So we're always looking for new ways to be more effective and adapt our methods for maximum impact. Our passion is to see local communities of believers worshipping God in their heart language and bringing glory to him by following Jesus wholeheartedly and reaching out in mission to their own people and beyond in the power of the Holy Spirit.

You can read more about our journey at: omf.org/uk/about-us/our-story



Job Description

Job title: Supporter Relations Coordinator

Accountable to: Communications Manager

Primary working relationships: Communications Manager, Director for Mobilisation & Media (DMM), Area Representatives, UK Members; first point of contact for visitors, prayer partners, churches and other enquirers.

Hours of work: Full time (35 hours per week)

Purpose of the role:

To support OMF's mission and vision by providing services and resources for existing and new supporters in the UK; individuals, churches, prayer partners and partner organisations. To act as first point of contact for visitors and enquirers with OMF International (UK), communicating professionally in a way which demonstrates OMF values. To provide effective and GDPR compliant supporter database management, equipping mobilisation efforts through clear and relevant reporting. To enable interactions with the UK & Ireland Church that inspire engagement in sharing the good news of Jesus Christ among East Asia's peoples.

Responsibilities

Supporter Relations

- Respond to supporters' requests regarding resources, activities and information in a prompt and efficient manner; distribute resources or redirect enquiries to a member of the Mobilisation Team or other department as appropriate.
- Monitor and manage the mailbox for general enquiries to OMF (International) UK.
- Communicate with all supporters and enquirers in a way which reflects OMF International (UK)'s Christian mission, vision and values.
- Amend existing supporter database records and create new records as appropriate.

Reception Duties

- Act as the first point of contact for visitors to the National Office and for those making telephone and email enquiries.
- Welcome visitors and enquirers in a friendly and professional manner and guide them to the appropriate colleague and/or department
- Ensure that voicemail greetings and automated mailbox messages are set correctly for various occasions and seasons and provide emergency numbers as needed, including for: team training days, Days of Prayer, Easter and Christmas periods.

Mobilisation & Wider OMF International (UK) Team Support

- Monitor online enquiries, forwarding them to the DMM, Area Representatives, or other members of the Communications Team as relevant.
- Assist Area Representatives with mailings and requests for information from the supporter database for the purposes of mobilisation activities, whilst following correct data protection procedures.
- Support and participate in OMF's mission, by regularly leading Office Prayers.
- Attend regular internal events (such as Home Assignment Workshops, UK team days, retreat days, and other team functions) and occasional external events.
- Take part in corporate and individual prayer for UK Members at Home Assignment Workshops and Candidates Course.
- Attend and participate in quarterly Mobilisation Meetings and prayers.
- Undertake reasonable ad-hoc duties as specified by the Communications Manager.

- Prayer Resource Distribution
- Oversee the distribution of regular prayer materials to supporters, including monthly email and postal mailings.
- Collate, edit and update the layout of Prayer Diaries.
- Update the PrayerMate App feed as required.

Prayer Partnership Scheme

- Add new prayer partner records to the supporter database.
- Distribute Prayer Partnership Scheme information to various prayer partners.
- Assist UK members in maintaining and updating their prayer partner records.
- Respond to UK member queries related to prayer partners.

Billions Magazine

- Ensure postal and email subscription mailing records and preferences for OMF International (UK) supporter magazine Billions are accurate and up to date, in line with GDPR requirements and procedures.
- Export data for three postal mailings a year and send it securely to the mailing house.

Database Administration/ Management

- Support mobilisation efforts by producing and distributing relevant reports from the supporter database for UK team members as required.
- Maintain data protection, ensuring that all personal data is handled in accordance with GDPR policies and procedures as outlined by the Data Protection Officer.
- Equip the Mobilisation and Media team in using OMF UK's database tool, providing training and support.
- Ensure the supporter database functionality is being used effectively to support OMF International (UK)'s aims and objectives, defining and applying a variety of database processes as appropriate.

Resources

- Monitor stock levels of mobilisation resources including free literature.
- Supply Area Representatives, candidates, UK members on Home Assignment and Bridge Asia team members with literature and resources to support their activities.
- Keep incoming journals and magazines up-to-date and manage subscriptions.

Person Specification

	Essential	Desirable
Education	Educated to A Level or equivalent	Written English, numeracy or IT-related subjects
Work Experience	<p>Reception, administration or secretarial experience in an office environment</p> <p>Proven experience of meeting deadlines</p> <p>Experience of using a Customer Relations Management system (CRM)</p> <p>Some understanding of GDPR</p>	<p>Customer service experience</p> <p>Experience working within a Christian or mission-based setting</p> <p>Charity sector experience</p> <p>Understanding of cross-cultural mission context and issues involved for supporters</p> <p>Database management experience</p> <p>Experience of using Donorfy CRM</p>
Abilities	<p>Excellent oral and written communication skills, able to communicate professionally with a diverse range of stakeholders</p> <p>Strong interpersonal skills, able to relate to and work effectively with a variety of people</p> <p>Strong organisation, planning and administration skills, able to prioritise and effectively multi-task</p> <p>Able to work effectively on own and within a team</p> <p>Can handle sensitive information appropriately, using discretion and maintaining confidentiality</p> <p>A competent user of Microsoft Office, 365 Suite, including Microsoft Teams</p> <p>Excellent attention to detail, able to spot discrepancies and inconsistencies in data</p>	Able to use applications within Adobe CC Suite

Motivation	<p>Full sympathy with the aims and objectives of OMF International as an evangelical mission serving East Asia's peoples</p> <p>Passionate about prayer. Ready to step out in faith and lead prayers, devotions and/or worship as needed</p> <p>Enjoy working to high standards and finding appropriate solutions to problems</p>	<p>Comfortable in a broad range of church traditions</p>
Personality	<p>Friendly and courteous towards colleagues and supporters</p> <p>Responds positively to constructive feedback</p> <p>Adopts a can-do attitude and flexible approach</p> <p>Open to change and willing to learn new skills</p> <p>Stays calm under pressure</p>	<p>Self-starter: able to initiate and lead projects and coordinate others' involvement</p>
Circumstances	<p>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 Hold the Right to Work in the UK</p> <p>Able to commute to OMF National Office, Oxford Street, Manchester</p> <p>Able to occasionally travel locally and/or internationally for meetings and events, including overnight and at weekends</p>	<p>Experience of living cross culturally</p>

Terms of Appointment

- Full time (35 hours per week)
- Salary £26,000-£30,000 per annum, commensurate with experience
- Non-contributory pension of 8% of salary on completion of a probationary period and backdated to start date
- Paid annual leave entitlement of 25 days in addition to pro-rata public holidays
- Applicants must be eligible to work in the UK
- It is an occupational requirement for this role to be filled by a Christian

Your application

To apply for this role, please submit a CV and covering letter to uk.recruitment@omfmail.com

Interviews to be held in Manchester.

Safeguarding Statement

OMF UK is committed to safeguarding and promoting the welfare of children and vulnerable adults. All roles may be subject to safer recruitment checks including references and a DBS check where appropriate. For our full Safeguarding Policy visit: omf.org/uk/safeguarding

Equality Statement

OMF UK is committed to being an equal opportunities employer and welcomes applications from all suitably qualified candidates. We particularly encourage applications from underrepresented groups within mission and ministry.

Data Protection

All personal data provided to OMF UK as part of the recruitment process will be treated confidentially and in accordance with our Data Protection Policy, which can be read in full here: omf.org/uk/privacy-policy

Accessibility

If you require any reasonable adjustments during the recruitment process, please let us know.

Ethos Statement

OMF is an international, cross-cultural, Christian mission committed to the evangelisation of East Asia. As part of the universal Christian Church, OMF is an agency that works in partnership with local churches in many countries and especially those in East Asia. We endeavour to be a worshipping, praying and caring fellowship of Christians who are committed to sharing the good news of Jesus Christ in word, deed and character.

The motivation for our mission is the glory of God. We long that the one true living God should be known and glorified throughout his creation. We seek to cultivate this motivation so that it sustains all those who serve in the organisation no matter what their area of responsibility. Every task is significant and has value because it is done for the glory of God.

We affirm the following values in the context of our submission to the Lordship of Christ, the authority of Scripture, and the guidance of the Holy Spirit.

We TRUST in God

- Praying as an expression of faith is an integral part of our life and service
- Depending on God for holy living, fruit in our work and for all our needs
- Inviting others to join us in a life of faith and prayer

We are a FELLOWSHIP

- Pursuing our vision and mission together
- Caring for and supporting each other and sharing resources
- Encouraging and enhancing each other's effectiveness

We are Passionate to Reach the UNREACHED

- Keeping a sharp focus on the neglected frontiers
- Constantly evaluating and innovating in line with our vision
- Taking prayerful risks and persevering with the task God has given us

We Practice INCARNATIONAL Ministry

- Identifying with the people and living an appropriate lifestyle
- Learning culture, language and worldview
- Working in ways that encourage indigenous movements

We PARTNER in Ministry

- with sending churches globally
- with local churches in the ministry context
- with likeminded Christians and mission agencies

We LEAD from the MINISTRY Context

- Strategy is developed by those engaged in the ministry
- Structures, administration and policies are designed to serve the ministry
- Home and field work together to accomplish the ministry objectives

We Celebrate DIVERSITY IN UNITY

- Valuing the diversity that God has given us in OMF – such as ethnic, denominational, generational, personality, gifts, gender
- Respecting one another and maintaining our unity in Christ
- Fostering unity and cooperation among Christians

OMF (UK) seeks to be a community marked by love: love for God and love for neighbour (Matthew 22:36-39). This is what shapes us as a community and governs the way in which we relate to one another as individuals as well as how we seek to relate organisationally to other groups and churches with whom we partner. Therefore, the attitude and motivation of our staff and the way our mission is achieved are as important as the mission itself (John 13:34; Matthew 22:36; 1 Corinthians 13:1-2).

As this attitude, motivation and mission come only from a relationship with Christ, it becomes an occupational requirement that many of our staff are Christians who accept our beliefs as stated in the OMF Handbook. Roles that have significant leadership, or that are central to fulfilling our aims and purposes or developing and maintaining our Christian ethos, will always be held by such a Christian. There are other roles that have key spiritual elements to them, that can only be carried out by a Christian. It is also essential that these attitudes and behaviours continue, and so we expect our staff to act in good faith, with loyalty to that relational ethos, to the organisation's values, and to Christian standards of behaviour. Failure to do so may result in disciplinary action.

Notwithstanding this, the organisation is committed to diversity amongst its staff and will not unlawfully discriminate on any grounds. We believe that defining our occupational requirements so they are consistent with and permit discrimination in accordance with the law and our ethos, does not restrict, but actually enhances our commitment to diversity.