



PREPARING YOUR JOB APPLICATION

1. Read through the *Essential Information About Compassion* in the following pages to familiarise yourself with the big picture of Compassion's ministry. You can also find out more about who we are and what we do at [our website](#).
2. Read through the Position Description listed at the back of this document to familiarise yourself with the particular role you are interested in.
3. Prepare a written application comprised of:
 - a. A brief cover letter outlining why you are interested in the role and how you would fit with Compassion's organisational identity and culture as well as how your skills and experience suit the role.
 - b. A concise resume outlining your qualifications and employment history
 - c. A document outlining how you fulfil the Essential and, where possible, the Desirable criteria listed in the Position Description under Job Specific Skills, Knowledge & Qualifications and Experience. You may present this document in whatever format you choose (e.g. bullet points under subject headings, tables).

ESSENTIAL INFORMATION ABOUT COMPASSION

MISSION

Compassion exists as an advocate for children – to partner with, equip and inspire the Church to release children from poverty in Jesus' name

VISION

Transformation of lives, communities and nations through releasing children from poverty in Jesus' name

DISTINCTIVES

Christ-centred: We are dedicated to caring for the poor in response to God's call and giving hope to the hopeless by spreading the Gospel of Jesus Christ in an age-appropriate, culturally relevant and non-coercive way.

Child-focused: Children are the hardest hit by poverty, the least able to change their circumstances, and at the heart of Jesus' ministry. We address the holistic needs of the individual child so that they can become responsible and fulfilled Christian adults and change agents in their communities.

Church-based: We partner with local churches to implement our holistic child development model because they are uniquely placed to understand the real needs of their community and foster an environment of stability.

STATEMENT OF FAITH

1. **WE BELIEVE** the Bible is the inspired, the only infallible, authoritative Word of God.
2. **WE BELIEVE** there is one God, eternally existent in three persons: Father, Son and Holy Spirit.
3. **WE BELIEVE** in the deity of our Lord Jesus Christ, in His Virgin birth, in His sinless life, in His miracles, in His shed blood for the remission of sins, in resurrection, in His ascension to the right hand of the Father and in His personal return in power and glory.
4. **WE BELIEVE** salvation is found only through Jesus Christ and requires individuals to acknowledge their sin, accept His forgiveness and repent.
5. **WE BELIEVE** that for the salvation of lost and sinful man, regeneration by the Holy Spirit is absolutely essential.
6. **WE BELIEVE** in the present ministry of the Holy Spirit, by whose indwelling the Christian is enabled to live a godly life.
7. **WE BELIEVE** in the resurrection of both the saved and the lost; they that are saved unto the resurrection of life and they that are lost unto eternal separation from God.
8. **WE BELIEVE** in the spiritual unity of believers in the Lord Jesus Christ.
9. **WE BELIEVE** Jesus established the Church to carry out ministry on earth.

POSITION DESCRIPTION

Position Information

Job title: Supporter Relationship Specialist (SRS)	Reports to: SEC Group Leader
Team: Supporter Engagement Centre (SEC)	One up Manager: SEC Manager
Section: Supporter Ministries	Location: Newcastle
Job Description <input type="checkbox"/> New <input checked="" type="checkbox"/> Updated	Date updated: June, 2017

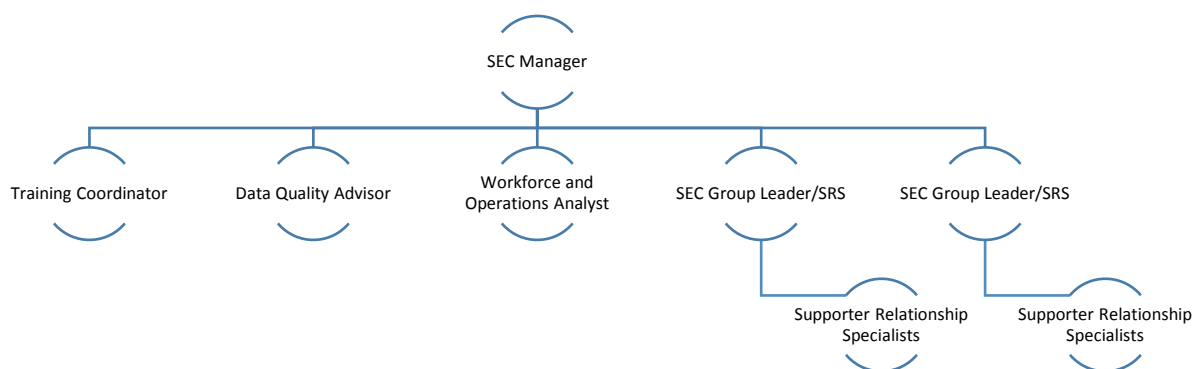
Key Relationships:

- SEC Manager
- Workflow Coordinator
- Supporters
- Ministry Relationships Section
- Supporter Engagement Section

Primary Purpose

In accordance with God's calling and in the power of the Holy Spirit, the Supporter Relationship Specialist engages with supporters via phone, email and other mediums in order to respond to service requests and proactively engage with supporters. The overall aim is to provide an excellent supporter experience that not only solves problems but encourages and educates supporters in their ministry partnership with Compassion.

Organisation Context



Ministry Values, Cultural Behaviours and Generic Requirements

Ministry Values	Trust God	<ul style="list-style-type: none"> Am I trusting God and maintaining joy in all situations?
	Be Well	<ul style="list-style-type: none"> What am I doing to care for myself physically, emotionally, spiritually and mentally?
	Value Others	<ul style="list-style-type: none"> Do I champion those around me, treating them with dignity and respect?
	Achieve Together	<ul style="list-style-type: none"> Do I actively collaborate with others in order to fulfil our mission?
	Grow Together Through Challenge	<ul style="list-style-type: none"> Am I learning, adapting and pursuing creative solutions?
General Requirements	<ul style="list-style-type: none"> Active Christian faith demonstrated by involvement in local church fellowship Commitment to Compassion's Statement of Faith Strong desire to see children released from poverty in Jesus' name A servant heart with a desire to serve in the ministry of Compassion Personal and professional integrity Prepared to undergo Criminal History checks 	

Key Accountabilities

- Receive and respond to service requests from supporters through various channels e.g. phone, e-mail, live chat, social media
- Make retention-focused and further engagement outbound calls to supporters including welcome calls, winback calls and sensitive service calls, e.g. follow up on missed contributions
- Participate in the maintenance of website FAQ's and Supporter Experience Centre knowledge base
- Facilitate communication between supporters and field staff to resolve complex supporter enquiries
- Provide general administrative support to Supporter Engagement section and undertake other relevant duties as required

Job Specific Skills, Knowledge & Qualifications, Experience

Skills	Essential: <ul style="list-style-type: none"> Exemplary communication and relational skills including the ability to build rapport with people from diverse backgrounds via phone and email Outstanding administrative skills including familiarity with MS Office Suite Strong time management skills including ability to work to deadlines and manage several tasks concurrently Independent problem solving and decision making ability Ability to quickly learn new systems and processes
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	Desirable: <ul style="list-style-type: none"> Ability to identify improvements to supporter experience processes to ensure a culture of innovation
Knowledge & Qualifications	Essential: <ul style="list-style-type: none"> Knowledge of customer service principles and processes Awareness of global poverty and development issues Desirable: <ul style="list-style-type: none"> Qualifications in Business, Customer Service or equivalent In-depth knowledge of global poverty or development
Experience	Essential: <ul style="list-style-type: none"> Customer service experience Desirable: <ul style="list-style-type: none"> Proven experience in database management and Customer Relationship Management software (such as Salesforce) Previous experience in a contact centre environment Previous experience in a not-for-profit organization or Christian ministry

Delegation Group	6	Field Exposure Group	TBD
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Competency Profile		
Foundational Competencies	Level	Description of Competency
Organisational Knowledge for Decision Making	2	<ul style="list-style-type: none"> Describes Compassion's basic philosophical stance on key ministry topics (e.g poverty) Explains details of compassion field operations including Compassions four core programs Describes features and purposes of Compassion ministry offerings in detail
Health& Safety	1	<ul style="list-style-type: none"> Identify and respond to hazards, near misses, incidents and emergency situations according to established protocols Identify relevant health & safety personnel (e.g. HS Rep, RTW Coordinator) and process for contacting them
Communication	2	<ul style="list-style-type: none"> Uses active listening and speaking skills to interact with fellow employees and supporters in an encouraging and sensitive manner Writes simple documents (e.g e-mails, letters) for both employees and supporters in keeping with intended purpose
Teamwork	2	<ul style="list-style-type: none"> Facilitates effective sharing of knowledge and resources across multiple workgroups Builds and utilizes large internal networks in order to develop mutual understanding and complete tasks of projects involving multiple workgroups
External Relationships	2	<ul style="list-style-type: none"> Interacts frequently with supporters and /or other external parties (e.g. businesses) in keeping with ministry guidelines in order to achieve simple tasks

Technology	2	<ul style="list-style-type: none"> • Utilizes advanced functions of generic productivity tools on a regular basis in order to complete work (e.g. mail merge) • Utilizes a number of specialized software packages to complete work e.g. right now)
Analysis and Problem Solving	1	<ul style="list-style-type: none"> • Gathers information from a range of reliable sources and analyses using simple and tools (e.g. spreadsheets) in order to solve problems or improve operations within workgroup • Approaches personal work tasks and interactions in a manner that seeks to promote continuous learning and improvement.
Organising	1	<ul style="list-style-type: none"> • Manages personal calendar to ensure effective use of time • Organizes information to ensure personal productivity and in keeping with ministry guidelines • Organizes and co-ordinates a small number of resources in order to complete simple tasks within workgroup