



## **PREPARING YOUR JOB APPLICATION**

- To prepare your application please complete the following;
  - Review the mission and ministry distinctives outlined on page 2
  - Review the position description outlined on page 3 - 4
  - Develop a 1 – 2 page cover letter outlining;
    - Why you are interested in the role.
    - How you would fit with Compassion's organisational identity and culture and
    - How your skills and experience suit the role.
  - Develop a concise resume outlining your qualifications and employment history.
  - Respond to the screening questions the online application form

## **CONTACT US**

- If you have any questions regarding the role, please email [peopleandculture@compassion.com.au](mailto:peopleandculture@compassion.com.au)

## ESSENTIAL INFORMATION ABOUT COMPASSION

### MISSION

Compassion exists to release 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.

**Section:** Ministry Partnerships  
**Team:** Supporter Engagement Centre

**Reports to:** Supporter Engagement Centre Manager

### Primary Purpose

In response to God's calling and in the power of the Holy Spirit, the SEC Group Leader engages with supporters via phone, email and other mediums in order to respond to service requests and proactively engage with supporters. They also supervise a team of Supporter Relationship Specialists to ensure excellent supporter experience that not only solves problems but encourages and educates supporters in their ministry partnership with Compassion.

### Key Accountabilities

- Manage team of Supporter Relationship Specialists including conducting monthly performance meetings, coaching and on-the-job training
- Facilitate monthly CAD meetings with SEC Leadership Team to determine coaching and development needs
- Demonstrate daily commitment to floor walking and answering team questions, side by side monitoring, live monitoring and coaching of Supporter Relationship Specialists
- Collaborate with Workflow Coordinator to assign daily inbound, outbound or e-mail incidents to Supporter Relationship Specialists
- Assist in the onboarding and training of new staff
- Provide focused support for new staff in the first 3 months of their tenure
- Identify personal training needs and address deficiencies to ensure Team Leader is a Compassion program and process expert.
- Monitor IT tickets and inform TA of training needs, inform WFOA of communication needs, and consult with TA regarding process updates
- Perform Quality Assurance evaluations and participate in calibration
- Champion LO Log use among team to capture training needs and capture team feedback regarding processes
- Retain and stay up-to-date with all information relevant to the SRS role so to be able to advise, coach, and develop direct reports knowledge and learning with ease and efficiency
- Respond to supporter feedback, complaints and commendations in a timely manner
- Demonstrate daily commitment to on-queue activities to maintain knowledge of systems and processes
- Receive and respond to service requests from supporters through various channels e.g. Phone, e-mail, live chat, social media
- Coordinate delivery and quality assurance of communication between supporters and field staff to resolve complex supporter enquiries

### Selection Criteria (Job Specific Skills, Knowledge & Qualifications, Experience)

- 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 and typing speed of approximately 50 WPM
- Strong time management skills including ability to work to deadlines and manage several tasks concurrently
- Independent problem solving and decision-making ability
- Management skills including team building, coaching and on-the-job training
- Ability to quickly learn new systems and processes
- Knowledge of contact centre operations

- Certificate IV in Business, Customer Service, Management or equivalent
- Substantial experience in a contact centre environment
- Experience using a Customer Relationship Management (CRM) system

**Communicates with influence:** *Communicates with others in a compelling way, that leads to action and outcomes, ensuring alignment with Compassion's ministry values*

Success looks like:

- Speaks in public in a compelling manner, with the ability to present content, facilitate training, and tell stories in an engaging way
- Inspires, influences and motivates others to action through impactful communication
- Develops and provides appropriate communication to diverse audiences, groups and stakeholders
- Leverages the right communication channel to communicate information in a timely way
- Ensures all communications reinforce our values and culture
- Communicates the rationale for decisions in a timely way

**Delivers on the strategy:** *Responsible for and committed to creating, leading and delivering strategic outcomes in accordance with the ministry strategy*

Success looks like:

- Creates and fosters strategic alignment at the team and individual level
- Encourages and models the practice of evaluation, celebrating wins and rapidly learning through failure
- Balances quality of essential servicing work with the ability to execute on strategic objectives
- Demonstrates adaptability and responsiveness to change in direction/strategy
- Translates high level strategic objectives into actionable team and individual objectives

**Demonstrates business acumen:** *Learns and applies business principles and practices to deliver value, innovate processes and achieve results.*

Success looks like:

- Understands and contributes to the finance and budget processes, maximising team efficiency and effectiveness
- Leads continual process innovation in response to internal requirements, external trends or industry disruption
- Leads the team through difficult changes in a way that represents ministry values
- Makes the right business calls, even when they are difficult
- Considers and monitors capacity of team in order to manage volume of work
- Seeks out information and analyses data to support decision-making
- Continually builds knowledge in breadth of critical business disciplines including marketing, digital technology, strategy, Risk, Finance and HR

**Develops effective relationships:** *Intentionally builds healthy and authentic relationships that reflect our values and support ministry outcomes*

Success looks like:

- Demonstrates genuine empathy, care and respect for all members of the ministry
- Engages appropriately in two-way conversations which increase clarity of purpose and build authentic, transparent relationships
- Seeks out and actions feedback from stakeholders in order to improve role and ministry effectiveness
- Sees Compassion as a system of relationships and connections, working across the ministry to connect with key internal and external stakeholders to deliver on outcomes
- Rapidly and effectively manages conflict within the workplace
- Promotes cohesion and good teamwork across team boundaries

**Leads high-performing teams:** *Leads high performing teams by coaching and mentoring team members, encouraging and challenging them to live out our ministry values and achieve results*

Success looks like:

- Leads in a servant-hearted manner that reflects and models our ministry values
- Mentors, equips and empowers team members to grow and develop, achieving increased performance
- Selects the right people for the right roles, discerning ministry and role fit
- Sets clear performance objectives, provides timely feedback and holds team accountable for outcomes
- Identifies the right people for succession and project opportunities
- Encourages diversity of thought and seeks out different perspectives when making important decisions
- Proactively addresses underperformance of team and/or individuals
- Manages conflict in a fair and constructive manner, seeking a 'win-win' outcome, wherever practicable
- Champions change and supports people to transition to new ways of working
- Involves team members in decisions that affect them
- Celebrates and recognises team members who achieve great outcomes and represent our ministry values
- Delegates decision making authority appropriately, empowering team members to achieve results