

Job description

Supporter Care Officer – maternity cover

Who we are

BRF Ministries is a Christian charity. Our vision is to enable people of all ages to grow in faith and understanding of the Bible. We resource the spiritual journey of both individuals and the mission and ministry of local churches.

Whatever their age, wherever they are on the journey towards God, our desire is to see more people...

- growing in understanding of the Bible
- encountering God and experiencing vibrant Christian faith
- equipped to exercise gifts in leadership and ministry

We are a values-led organisation and they are at the heart of all we do. Our values are:

- **We respect others**
 - We value the contributions of every individual, are honest with each other and allow people to experiment and try new things
- **We give our best**
 - We achieve the best results with the time and resources available
- **We are collaborative**
 - We seek opportunities to build relationships and work with others towards shared goals
- **We are adaptable**
 - We have positive, can-do attitudes, demonstrating flexibility in our approach and determination to succeed
- **We are creative**
 - We encourage pioneering ideas and ways of thinking, continually looking for ways to improve what we do

The role

Main purpose: To provide excellent customer and support services for BRF's work.

Reporting to: Engagement Team Lead

Location: BRF Ministries office, Abingdon/ Hybrid (2 days/wk max. remote working)

Hours: Full-time (37.5 hours per week); part time considered for the right candidate

Term: Fixed term for 12 months only

Salary: £26,500

Main areas of responsibility

- Respond to customer queries received by telephone, letter, and email, always providing a high standard of customer service.

- Process books, subscriptions, events and other orders received by post, telephone and online including packing and posting orders that require sending from the office.
- Assist in processing of renewals and supporter retention programmes.
- Process donations received by all forms, including web donations, record and store gift aid status on Beacon CRM.
- Allocate payments received by BACS, cheque, or credit card, conduct sales ledger reconciliations and assist in credit control.
- Update systems including Shopify with product information and provide reporting as necessary.

Skills and experience

Essential

- Previous experience delivering high levels of customer service.
- Excellent communication and interpersonal skills, high degree of confidence on the phone.
- Proficiency in using Microsoft Office, order processing and accounts packages.
- Ability to work well under pressure and to multi-task.
- Excellent literacy and numeracy skills with a high level of accuracy and attention to detail.
- Reliable and consistent.
- Ability to work in a team with a flexible and positive attitude towards sharing tasks and workloads.
- Strong commitment to the aims of the organisation.

Benefits

- 25 days' holiday per annum (increasing by 1 day per full years' service up to a maximum of 30 days), plus Bank Holidays (both pro rata'd for part-time workers)
- Additional 3 days off between Christmas and New Year, at trustee discretion
- Auto enrolment pension scheme (8% employer contribution, 3% employee contribution)
- Health Shield health care cash plan (after successful completion of probationary period)
- Flexible working opportunities including a generous flexitime scheme allowing employees to accrue time and earn additional days leave
- Employee Assistance Programme with access to financial advice, career coaching and counselling
- Staff discount scheme
- Learning and development opportunities
- BRF Ministries is proud to be an accredited Living Wage employer

There is an occupational requirement that the role be held by a Christian, as defined by the Equality Act 2010.

To apply, please send a completed application form to peopleadmin@brf.org.uk

By applying for this role, you agree to BRF processing your personal data supplied in your application for the purpose of recruitment and selection. For further details regarding how BRF processes personal data, please visit www.brf.org.uk/privacy-policy/

Closing date: 11:59pm Sunday 11 January 2026

Interview date: We will review applications as they come in and arrange interviews accordingly so apply early if interested