

Job description

Supporter Services Coordinator

Who we are

BRF is a Christian charity that is passionate about enabling people of all ages to grow in faith and understanding of the Bible. BRF resources the spiritual journey of individuals and the mission and ministry of local churches.

The role

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

Reporting to: Supporter Services Manager

Location: BRF office, Abingdon

Hours: Full-time (37.5 hours per week worked Monday to Friday, 9.00 am–5.30 pm)

Salary: £21,000 pa

Main areas of responsibility

As part of the Supporter Services team:

- Respond to customer queries received by telephone, letter and email, providing a high standard of customer service at all times
- Process books, subscriptions and events orders received by post, telephone and online
- Pack and post orders that require sending from the office
- Process donations received by all forms, including web donations
- Allocate payments received by BACS, cheque or credit card
- Assist in direct debit amendments
- Reconcile the sales ledger each day
- Open and distribute the post
- Debtor chasing and processing write-offs
- Manage office stock levels
- Assist in processing of renewals and subscription releases
- Monitor office stationery levels regularly
- Maintain 'clean desk' policy, including filing on a regular basis

Skills and experience

- Previous experience delivering high levels of customer service
- Excellent communication and interpersonal skills on the phone
- Proficiency in using Microsoft Office, order processing and accounts packages

- Ability to work well under pressure and 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

- 28 days' holiday per annum, including Bank Holidays (increasing to 33 days after 5 full years' service)
- Additional 3 days off between Christmas and New Year
- Auto enrolment pension scheme (8% employer contribution, 3% employee contribution)
- Private Health Insurance (after successful completion of probationary period)
- Flexible working opportunities; TOIL scheme
- Employee Assistance Programme
- BRF is an accredited Living Wage employer

To apply, please email your CV together with a covering letter outlining how you meet the skills and experience required to Sara Sheerin at peopleadmin@brf.org.uk.

Closing date: Monday 7 February at 12.00 pm