

Job Description

Church Speaker Telemarketer

Reporting to: Supporter Care Manager

CWI Team: Supporter Care Team

Salary: £22,000 - £25,000 per year

MAIN PURPOSE OF THE JOB

To develop our relationship with new and existing churches by contacting them on the telephone to promote CWI's work and secure a CWI speaking engagement. The aim is to set up Missionary Speaking Tours on behalf of our missionaries so they can inspire churches with CWI's mission and raise their much-needed support.

ROLE IN CWI

- Reports to the Supporter Care Manager
- Relates closely with UK Churches and Church Leaders
- Schedules CWI Missionaries and other CWI Speakers
- Part of the Head office team in Eynsham, Oxford

SCOPE OF JOB

- Schedules CWI speaker meetings and tours through proactive outbound calling to UK Churches
- Manages necessary administration around data and processing before, during and after CWI church meetings
- Maintains the integrity of church and supporter information held on the supporter database, ensuring it is entered accurately and kept up to date
- Responsible for keeping abreast of latest CWI mission stories, Head Office work as well as the work and needs of the Supporter Care Team
- At times provides additional support for team members to deliver team objectives

DUTIES AND KEY RESPONSIBILITIES

Develop Church relationships through proactive outbound calling while promoting CWI

- To create calling lists of new and previously supporting churches, contacting them by telephone and following up telephone conversations by email when appropriate
- To promote the speaker programme in order to set up speaking engagements and tours for our missionaries in order to aid them in support raising and to encourage awareness of CWI mission work
- To promote other CWI speakers and volunteers as they seek to represent the work of CWI and engage the UK Church in our mission work

Maintaining integrity of information held on the supporter database.

- Recording all church contacts of interest made
- Recording all enquiries onto the database
- Updating any information on the database about churches and supporters that are gathered through general communication

Providing support for speakers in order to deliver the objectives

- Provide pre and post administration of tours and meetings for all speakers
- Pass on information to the missionary for travel and accommodation requirements
- To support existing church relationships in embracing the conditions of deputation
- To ensure all new churches agree and implement the deputation conditions relating to a CWI speaker, and that these agreements are followed up
- Provide additional support to the team on other work packages when required
- Be prepared to pray on the telephone with Church leaders and supporters

Arranging Tours for Missionaries

- Work with the team to identify and agree key dates in the year when it is appropriate for CWI staff, missionaries and volunteers to take part in deputation
- Organise regional tours and meetings, focussing around Spring and Autumn, that meet with all the relevant criterion.
- To follow up on all tours and meetings that have taken place, collecting feedback from the church and relevant information.

Administration

- Provide full administration support for all deputation meetings
- Follow up on any offerings/travel costs that have not been received
- Provide support and help in the administration of CWI events
- Provide administrative support to the Supporter Care manager and general administrative support to the team where required.
- To undertake anything else within reason required of you by your line manager

Contribution to the spiritual life of CWI

- To attend all staff devotions
- To regularly lead and participate in staff devotions with the team
- To be committed to CWI's Missions, Values and Beliefs statement
- To maintain your own spiritual development

PERSON SPECIFICATION

JOB TITLE: Church Speaker Telemarketer

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	GCSE Maths and English grade C or above 2 or 3 A levels or equivalent	
EXPERIENCE	Telesales experience Strong customer relation skills Proven ability of working in a customer facing environment Proven ability of successfully achieving targets in sales, campaigning, or fundraising Database experience	Experience of working in a telemarketing environment An understanding of the Evangelical church
SKILLS/ ABILITIES	Self-motivated with high energy Excellent verbal communication skills Ability to influence and encourage Ability to converse persuasively with confidence on the telephone An engaging level of enthusiasm for routine office-based work Accuracy and attention to detail Good organisational skills, with the ability to juggle several tasks at once Ability to work under pressure	Ability to retain large volumes of information
PERSONAL QUALITIES	Committed Active Practicing Christian Flexible approach to work Team player Strong interpersonal skills – warm, empathetic and outgoing personality Professional Self-starter – ability to work on own initiative to achieve targets	

All jobs at CWI have an occupational requirement under Schedule 9 of the Equality Act 2010 to be held by an active, practising Christian who consents to our statement of faith