**PERSON SPECIFICATION**

**Job Title:** Donor Services Representative

**Date issued:** May 2018

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| **Area** | **ESSENTIAL** | **DESIRABLE** |
| **Literacy and Numeracy** | * Strong written and oral communication
* Excellent phone manner
* Good numeracy
 | * Experience as a first-line phone responder
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| **Interpersonal skills**  | * The ability to establish professional credibility and build good working relationships with others, being able to persuade and influence when necessary.
* Able to prioritise and anticipate.
* Easily work within a team, but also happy to have individual responsibilities.
 | * Excellent CRM skills.
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| **IT skills** | * Experienced with databases.
* Proficient with Microsoft Office in particular Outlook, Word and Excel.
 | * Mail merges.
* Good Excel experience including Vlookup and Pivot Tables.
* Database experience. Preferably Studio Enterprise or other Donor based database.
* Experience with using folding and franking machines.
* Experienced with a multiple line phone system.
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| **Qualifications** | * GCSE in English, Maths and IT. Minimum C grade.
* A-Level education or NVQ 3 in an appropriate context.
 | * Possess a University degree or further education qualification e.g. diploma.
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| **Experience** | * Evidence of past performance in an environment equivalent to this role that demonstrates:
* Communication skills
* Multitasking
* Administration
* Flexibility
* Data maintenance
* The ability to prioritise
* Experience of working within an office administration and demonstrating how you pro-actively made a positive contribution to that environment.
 | * Experience of working with volunteers.
* Experience of communicating, both written and verbal, with Financial Supporters.
* Experience of working in a charity and fundraising context.
* Database administration and importing.
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| **Commitment to purpose of organisation** | * Can demonstrate enthusiasm for the Christian purposes and mission of the organisation.
* Ability to support and contribute to the ethos within SP.
 | * Experience in a ministry context offering prayer support.
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| **Work approach**  | * A positive and flexible approach to work.
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| **Organisation Requirement to be committed Christian**  | * To be a committed Christian, which will, in part, be considered demonstrable by the following additional specifications:
* be seeking to have a sound biblical knowledge and be applying that knowledge in their daily life and promoting that application in the lives of those around them;
* have a sound Christian prayer life, recognising the importance of consistently reading the Bible, with a desire to help drive forward the prayer life of the organisation;
* to be able to be a sound Christian witness and encouragement in the workplace in the course of your duties;
* regularly attend a church, or Christian fellowship, whose teaching and practice is in agreement with our biblical basis.
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