**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 |
| **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. |
| **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. |
| **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. |
| **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. |
| **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. |
| **Work approach** | * A positive and flexible approach to work. |  |
| **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. | |