**Job Description**

**Job Title:** Partner Services Operator

**Position type:** Full-time, permanent

**Salary:** 51,000 AUD

**Responsible to:** Regional Director

**Direct reports:** None

**Location:** Home-based, Melbourne.

Job Purpose:

As Partner Services Operator it will be your job to build mutually beneficial relationships with new and existing contacts. You will learn all about GOD TV and the powerful testimonies we receive, and will communicate with our partners to encourage them, share these stories and increase financial support.

A key function of this role is to make calls to ensure the re-engagement of lapsed donors, increase regular giving and ask people to give new gifts. This is done from a perspective of creating ‘God’ appropriate opportunities for people to give into and not a sales approach.

You will be expected to think of creative ideas to help grow and sustain GOD TV’s income. You will be expected to be self-sufficient and able to manage both your workload and targets without much intervention from management or the rest of the team.

Essential Duties & Responsibilities:

You will be making proactive outbound calls including:

* Inviting people to GOD TV events
* Proactive fundraising calls
* Lapsed donor calls
* Failed CC’s and DD’s, expired pledges and CC’s
* Thank you calls
* First time donor calls
* Increase pledge calls
* Legacy drives
* Volunteer drives
* Major donor relationships

You may also fulfil hand mail items such as:

* Birthday cards
* Welcome packs
* First time donor packs

Other duties:

* Support GOD TV at events such as Call for Prayer, Live TV events and fundraisers
* Assist with additional tasks to support the wider Partnerships team as required

Policies and procedures:

* Adhere to the Staff Handbook and accompanying policies
* Comply with Health and Safety procedures and practices
* Work within the charity’s aims and objectives, with clear personal support for the organisation’s values and beliefs
* To seek to improve his/her own performance, contribution, knowledge, skills and participate in training and development activities as required

**Person Specification**

| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| --- | --- | --- |
| Experience | General administration experience in an office environment  Demonstrates significant experience of, and commitment to, delivering an effective service in support of the organisation’s aims and objectives | Experience of working within a fundraising environment  Experience of home-based working  Experience within either a ministry/church or call centre/sales environment  Experience of client/partner engagement |
| Specialist Knowledge and Skills | Knowledge of the mission and vision of the organisation  Polite telephone manner  Ability to build relationships with partners  Desire to further the Kingdom specifically through finance  Excellent organisational skills  Willingness and confidence to pray with callers as required  Computer literate to a good level including working knowledge of Microsoft Office applications  Experience of, and sufficiently motivated to, begin and complete work to appropriate deadlines and to prioritise own workload | Desire to develop a career in fundraising  Knowledge of Data Protection regulations  Able to think strategically and improve upon processes and procedures  Ability to apply good governance and best practice  Ability to conceptualise, innovate, plan and execute ideas |
| Interpersonal Skills | Must be able to gain credibility amongst managers, colleagues and other employees  Excellent communication skills, both written and verbal, especially face-to-face and on the telephone  Values diversity, respecting and drawing on colleagues’ different perspectives, skills, experience and knowledge  Ability to work well as part of a team |  |
| Disposition/Attitude | Fully supports the vision and mandate of GOD TV  Holds their Christian faith at the heart of all they do  Willingness and ability to work within Christian ethos and principles  Pro-active and happy to support others with a ‘can-do’ attitude  Resilient, patient and personable  Consistent and reliable  Willing to undertake training as required |  |
| Role Expectations | Ability to meet and exceed targets  Able to work flexibly and be adaptable to the needs of the organisation  Able to work well under pressure  Willing to support various positions and teams within the Ministry  Willingness to travel for training, events and meetings |  |