



## **Supporter Development Officer - Volunteers**

**Salary: 25k pro rota**

**Location: flexible within UK and Ireland (home based)**

**Contract Type: Permanent Part time  
(0.6-0.8FTE considered)**

Are you passionate about the benefits volunteering brings with proven experience, and would like to play a part in supporting global mission? Are you looking for a change of direction which enables you to make a meaningful contribution to a charitable organisation? Would you like to improve your work/life balance and feel you are making a difference?

The Langham Partnership is a global movement working to equip and resource indigenous leaders around the world to multiply disciples in their families, churches and communities.

In the role of Supporter Development Officer (Volunteers) (SDOV) you will be part of a small, friendly and committed team supporting donors and supporters of Langham UK and Ireland. Your role will be developing and supporting Langham's volunteers across the UK and Ireland.

You will preferably have experience in supporter development within a charity setting, also knowledge and experience of churchmanship across UK and Ireland. You'll have an enthusiastic, can-do approach and be an excellent team player.

Does the above sound an exciting proposition? Then please get in touch – we would love to hear from you. To apply please email a covering letter and CV to Simon Foulds, Supporter Development Manager. The closing date for applications is the 31<sup>st</sup> January and interviews will take place in the first two weeks of February.

Email: [simon.foulds@langham.org](mailto:simon.foulds@langham.org)

If you have any further questions Simon can also be contacted on 07941 955985.

As the position will involve working directly with Christian churches applicants must be committed to the [Langham Partnership's Statement of Faith](#).

## Job Description

### ***Background on Langham***

#### ***Our vision:***

Langham's vision is to see churches in the Majority World equipped for mission and growing to maturity in Christ through the ministry of pastors and leaders who believe, teach and live by the Word of God. 61% of the world's believers reside in the non-Western world. Langham walks in the hard places of poverty, pressure and potential.

#### ***Who we are:***

Langham Partnership UK and Ireland (LPUKI) is a senior partner in the 6 partnerships which, linked together under a protocol document and an international council, together raise the funds and oversee the strategy of Langham's international Christian mission and ministry serving in more than 90 nations. There are 42 Langham staff working in the UK and Ireland. The Langham Service Centre (purpose-built in 2021) is based in Carlisle and approximately 16 staff members work from there with the rest home-based.

Further information on Langham's mission as well as copies of prior year financial statements can be found at: <https://uk.langham.org>

The Langham group has a growing annual global turnover of about £7.2m and, including around £1.6m natural UK income and expenditure, much of this cash flows through the UKI accounts which acts as 'banker' to the group.

You would be part of LPUKI's fundraising and development team consisting of the Supporter Development Manager (member of the Senior Leadership Team), media producer, Supporter Development Officer – Ireland, Marketing and CRM consultant and Executive Assistant, who also supports the rest of the SLT.

## ***Role of Supporter Development Officer - Volunteers***

Over the past 12 months we have been seeking volunteers with varying gifts to 'embed' Langham in churches across UK and Ireland, they do this through speaking, managing events, being at conventions and publishing articles in local newsletters.

We have now got to a stage where the number of volunteers need their own dedicated manager so they can be managed, enthused, engaged, trained and thanked.

Key objectives for the volunteers and the SDOV

- Deepening relationships we already have with individuals, trusts and churches to raise prayer and giving support.
- Seeking new supporters through various channels, including events, churches and conventions.

### ***Person Specification***

**In addition to the table, 3 key aspects:**

1. **Passion:** Above all, you should have a passion for the mission and ministry of Langham UKI and not simply be seeking a charity position. You should have had some involvement in similar or related organisations, professionally or personally, and be able to demonstrate a genuine interest about Langham UKI, probably based on your Christian commitment.
2. **Leadership Ability:** You must be confident working independently, be able to engage others and harness their skills and abilities, be reliable and communicative and above all be able to take the initiative. The ability to build relationships at a distance is critical.
3. **IT ability:** You should be well acquainted with Word, Excel, Outlook, and video conferencing.

<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	
Working in a supporter / customer role.	Working or volunteering within the UK voluntary sector.
A track record of engaging people and increasing their passion for an organisation.	Run a volunteer recruitment campaign Managed volunteers
Experience of public speaking.	Speaking in a church setting.
Working with a CRM system.	Experience of Blackbaud / eTapestry.
Working independently but as part of a dispersed team.	Working from home.
Organising events.	Experience of Legacy fundraising.
<b>Competencies</b>	
Able to engage in conversation with differing ages and backgrounds.	Knowledge of charity law and fundraising regulations.
Use of differing communication tools to speak with volunteers- face to face, group, phone, video conferencing.	
Management of time and tasks.	
Strong oral, written and presentational communication skills.	
A results orientation and dedication to continuous improvement.	
<b>Other qualities</b>	
Ability to develop relationships with the team and externally with Langham associates (eg donors, Board members, church contacts) both face to face, in writing and via video conferencing.	
Empathy with the Christian ethos and mission of LPUKI and Langham Partnership should be demonstrated. Regular worshipping member of a church fellowship.	
Highest level of personal and professional integrity, ability to identify ethical dilemmas and suggest appropriate solutions.	

## Tasks within the role

- Set up regular communications with volunteers
- Organise regular meetings with volunteers
- Investigate new areas of recruiting volunteers
- Implement new areas of volunteering for Langham
- Keep CRM system up to date with records

*These are the normal duties which the employer requires at the date of appointment. However, it is necessary for all staff to be flexible and all employees may be required from time to time to perform other duties as may be required by the employer for the efficient running of the organisations. This job description does not form part of the contract of employment*

## Salary and Other Benefits

Remuneration: £25,000 pro rata per annum depending on experience

Hours of work: Between 22.5-37.5 hours per week Monday to Friday, although hours may differ and can sometimes be outside the general 9-5pm working day due to the need of the role.

You may be expected occasionally to work such hours in addition to these hours as are reasonably required for the proper performance of these duties.

Place of Work: Home working, some visits to Carlisle (Langham Service Centre) for induction, team days, connection with fundraising and marketing team would be expected. Accommodation and travel expenses would be provided.

Holidays: 25 Pro rata paid working days in addition to UK public holidays and those working days falling between Christmas and New Year. (Pro-rata for part time)

Pension: LPUKI will pay pension contributions at 8% of your salary

## **Christian commitment (Genuine Occupational Requirement)**

This position carries membership of the LPUKI fundraising and marketing team and therefore the requirement to act in an ambassadorial role for Langham. The post holder will be required to demonstrate Christian commitment and an obvious attitude, motivation and devotional rhythm as a result of their faith. Our Staff Handbook expresses this:

As this attitude and motivation come only from a relationship with Christ, it becomes a Genuine Occupational Requirement (GOR) that most of our staff are committed Christians. Roles that have significant leadership, or that are central to fulfilling our aims and purposes, or developing and maintaining our Christian ethos, will always be held by committed Christians. There are other roles that have key spiritual elements that can only be carried out by a committed Christian. It is also essential that these attitudes and behaviours continue, so we expect our staff to act in good faith and with loyalty to that relational ethos and to evangelical Christian standards of behaviour. Failure to do so may result in disciplinary action.

**All job offers are subject to receipt of satisfactory references.**

## **Application Process**

To apply for the above role, please email Simon Foulds (Supporter Development Manager LPUKI) [simon.foulds@langham.org](mailto:simon.foulds@langham.org) a letter explaining why you would like to be considered for the role and how you meet the requirements of the position, along with a copy of your CV.

If you would like to discuss the position and job requirements, please don't hesitate to email or phone (07941955985) Simon. Some potential 'FAQ's about the role are included below.

## **Potential 'FAQs'**

### **Who will be my line manager?**

You will report to the Supporter Development Manager (Simon Foulds). There will be direct contact and work from the National Director as well.

### **How would homeworking operate?**

All staff are provided with equipment to support homeworking.

The computer systems used are cloud-based to support remote working.

Most Langham Partnership UKI staff are home-based and a number of initiatives are in place to foster a good team spirit and ensure pastoral care of staff.

### **Do I need to travel to Carlisle and how often?**

Langham staff have found that homeworking works well, and structures such as a weekly staff zoom, have helped staff feel very connected, even at a distance.

There is no set rhythm for travel to Carlisle. There are generally 2 'team days' per year. Then another 2 fundraising and marketing team days usually based in Carlisle. The team is dispersed across the UK - London, Nottingham, Bangor, Newcastle and Cumbria.