

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE:	Donor Services Representative
DEPARTMENT:	Donor Services
JOB TYPE:	Fixed Term until 31 January 2026 Full time 35 hours per week
LOCATION:	Office based
DATE ISSUED:	September 2025

1 MAIN PURPOSE OF JOB

To deliver excellent service to Samaritan's Purse International (SPI) and the Billy Graham Evangelistic Association's (BGEA) active and prospective donors, churches, and volunteers, ensuring excellent levels of supporter care.

Build strong and loyal relationships with supporters through efficient administration of donations, maintenance of accurate database records and support through prayer and Christian witness.

Be the first line of direct contact with both charities, primarily via telephone to further build engagement.

2 POSITION IN ORGANISATION

- Reports to Donor Services Team Lead
- Collaborates closely with many departments across SPI & BGEA.

3 PRINCIPAL RESPONSIBILITIES

- Process incoming donations
- Dealing with post including opt-in and opt-out requests from supporters
- Responding to phone calls in a warm and engaging manner; taking donations, answering enquiries about our projects, offering to pray with supporters, redirecting calls to relevant departments
- Managing organisational mailboxes; responding to enquiries and directing emails where necessary
- Working alongside other Donor Services team members in a collaborative manner, in order to manage workload effectively amongst the team
- Uploading donations into our in-house database (Raiser's Edge) ensuring data integrity and maintaining a high level of detail
- Deliver timely and engaging thank you letters and responses to enquiries from our supporters
- Communicate effectively about ministry activities and fundraising campaigns to our supporters. To succeed in this, you need to love our work, be confident in communicating by phone including making outbound calls and have a passion for sharing the Good News of Jesus Christ
- Support ministry events both within the National Ministry Centre and at other venues
- Actively participate in devotions and prayer support for the ministries.

As Job Descriptions are for guidance and evolve over time, Samaritan's Purse International will review, amend, and update the Job Description, from time to time in consultation with the post holder.

4 SAFEGUARDING

This role requires a basic DBS check.

5 OCCUPATIONAL REQUIREMENT

In accordance with the Equality Act of 2010 and due to both the nature and context of the role there is an 'occupational requirement' for the post holder to be an evangelical Christian. The job holder should be committed to the purpose of SPI and be able to demonstrate enthusiasm for the Christian purposes of the organisation and be able to live out, hold to, support and contribute to its Christian ethos.

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PERSON SPECIFICATION

JOB TITLE: DONOR SERVICES REPRESENTATIVE

QUALIFICATIONS	ESSENTIAL	DESIRABLE
Education	<ul style="list-style-type: none"> Educated to ONC, A-level or Scottish Highers or equivalent Minimum of Grade C in Maths & English GCSE. 	<ul style="list-style-type: none"> Degree or equivalent

EXPERIENCE	ESSENTIAL	DESIRABLE
Relevant and demonstrable experience	<ul style="list-style-type: none"> No specific experience is required, but an aptitude and passion to learn is essential 	<ul style="list-style-type: none"> Customer service experience Experience working in finance or accounts would be beneficial

SKILLS	ESSENTIAL	DESIRABLE
Interpersonal	<ul style="list-style-type: none"> Strong positive attitude Professional, confident and friendly telephone manner Ability to work flexibly and under pressure, especially during the busy Operation Christmas Child season Strong teamworking skills and the ability to build good team working relationships. 	
Communication, literacy and numeracy, IT skills	<ul style="list-style-type: none"> Good organisational skills Confident with Microsoft Office packages Good attention to detail and accuracy with numbers Good English language and oral ability. Good attentive listener. 	<ul style="list-style-type: none"> Experience using CRM Database Understanding of financial processes

Organisational	<ul style="list-style-type: none"> Plans activities and projects well in advance and take accounts of possible changing circumstances Ability to follow detailed processes and work in a methodical manner Focuses on supporter and volunteer needs and satisfaction Sets high standards for quality and quantity Consistently achieves project goals, working in a systematic, timely and accurate way. 	
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ATTRIBUTES	ESSENTIAL	DESIRABLE
Commitment to purpose of organisation	<ul style="list-style-type: none"> Can demonstrate enthusiasm for the Christian purposes of both SPI and BGEA Able to support and promote the organisation's Christian ethos. 	
Occupational requirement to be a committed Christian	<ul style="list-style-type: none"> Demonstrates a personal Christian faith Seeks to commit matters to prayer. 	
Work approach	<ul style="list-style-type: none"> Maintains a positive outlook Handles feedback and criticism well and learns from it Maintains a strong Christian witness to colleagues, volunteers, suppliers, donors and the general public Ability to work alone and also as part of a team. 	<ul style="list-style-type: none"> Uses initiative and proactively identifies what needs to be done.