



Supporter Relations Officer

Play your part in identifying, equipping and developing leaders to change their communities with the hope of Jesus

You will play a key part in helping the Supporter Relations team to meet their ambitious 2020 income targets

Innovista
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Innovista International is a charity registered in England and Wales (1108679) and a company limited by guarantee (5371169).

About Innovista

Innovista exists to grow life-changing leadership in hard-to-reach and unlikely places.

When Jesus chose his first followers, he didn't pick the obvious contenders but instead opted for ordinary men and women. They were hardly the people you'd have expected to be the leaders of the early church, but nevertheless these men and women went on to achieve great things in His name.

Just as they changed their communities, so today we seek to identify, equip and develop those we think can change the communities they live in; however difficult that may be; however unlikely their leadership may seem.

Over the past 18 years we've seen the difference that this makes, for leaders overseas and at home in the UK. Join us today to help us bring hope in hard to reach places.

We believe it can change the world.

About the role – Job Description

Reports to: Director of Supporter Relations

Location: Innovista International, Oxford, UK

Hours: Full time (37.5 hours/week)

Salary: £20,000-£24,000

Occupational Requirement: This role has an occupational requirement to be filled by a Christian under the provisions of the Equality Act (2010)

Purpose of the role

The Supporter Relations Officer will play a key part in helping the Supporter Relations team to meet their ambitious 2020 income targets. You will achieve this by engaging, developing and inspiring a range of potential donors across a number of channels. You will work closely with all members of the small but supportive team and have the opportunity to use your excellent marketing and communication skills to drive forward a range of creative projects. Put simply, you will use your talent and energy to motivate generous people to fund life-changing, kingdom-building work.

Role responsibilities

Take responsibility for the website, digital marketing and social media

- You will work alongside the Supporter Relations Executive to manage the website on a day-to-day basis; planning, creating and uploading content onto the website, sourcing, editing and uploading images, managing the website analytics tool and the integration of the website with our social media platforms
- You will help to shape the social media strategy and take a lead on engaging supporters online and building Innovista's presence and profile through Facebook, LinkedIn, Twitter and Instagram
- You will help to develop compelling and inspiring content, especially video,

which can be used to boost supporter engagement across a range of audiences

Provide essential support for the Major Donor, Trusts and Foundation Team

- You will identify and investigate donor leads (individuals, trusts, foundations and companies) and create comprehensive background research documents to inform the team's cultivation strategies. These will include any information from research platforms in the public domain and must be done in accordance with the GDPR policy
- You will assist the team in arranging external meetings, and play a valuable part in the logistics and project management of events such as the bi-annual gala style 'Young Achievers Dinner'
- You will prepare inspiring tailored and bespoke presentations, reports and touch points for donors and prospects, adhering to the Innovista brandbook and helping donors to understand the real-life impact they could make / are making

Donor stewardship

- You will impress and delight new and existing supporters by thanking them with urgency, originality and warmth, demonstrating that Innovista is a charity that truly values supporters. You will improve supporter retention and response rates by ensuring they are thanked creatively, inspired regularly, and given opportunities to pray for needs as they arise (e.g. by sending handwritten cards)

- You will help staff and volunteers to succeed at their fundraising challenges and raise money through their networks by providing motivation, practical support and valuable tips
- You will help galvanise prayer and financial support by engaging and stewarding churches and providing regular, relevant information

Team support

- You will be the friendly and approachable first point of contact for supporters engaging with Innovista via email, mail and phone, and you will inform the finance team about donations in a timely, reliable and accurate manner
- You will manage relationships with external suppliers (e.g. printing houses, stationery suppliers)
- You will maximise the use of Innovista's supporter database (ThankQ) so that it supports the functions of the team effectively.
- You will ensure information is entered accurately and that Innovista's data protection, GDPR and privacy policies are carefully applied

General

- You will carry out additional duties that may be required
- You will participate fully in the life of the flourishing Innovista team, including weekly staff prayers and team training, and be committed to Innovista's purpose, vision, values and statement of faith
- You will pursue personal development (as agreed in your Performance and Development Plan) and keep yourself informed and up to date with key trends affecting your work

Notes

Job Description

This Job Description is not exhaustive and changes may be required as the organisation develops. Changes to this job description will be carried out in consultation with the holder of the post.

Personal Development

At the heart of our ministry is a team of exceptional people who pursue excellence in their work and personal development. Our culture expects and rewards learning, because we know that investing in our team is one of the best decisions we can make. Each staff member has a Performance & Development Plan designed to enhance job performance.

Confidentiality

Any information relating to people contacted by the charity acquired in the course of duty must be treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of staff.

Any information relating to staff acquired in the course of duty must be treated in the strictest confidence and must be discussed only with senior staff members or with the line manager.

Safeguarding young people

Innovista is committed to safeguarding the welfare of young people and expects all employees to share this commitment. All appointments are subject to a satisfactory DBS check being received. The successful candidate for this post will be asked to apply for a Disclosure at the standard level. Further information about the Disclosure scheme can be found at <https://www.gov.uk/dbs>.

About you

Experience and qualifications

This role would suit a young person or recent graduate keen to gain experience in the fundraising sector. Equally, it would suit someone interested in a career-change and looking for an organisation whose goals they are passionate about and where they can invest and grow their transferable skills. Character and skills are more important than experience and qualification and on-the-job training will be provided by highly experienced team members. However, you might have the following desirable experience and qualifications:

- A marketing qualification or previous work experience in a marketing role
- Experience of working digitally, using websites and social media to communicate in a strategic and integrated fashion and working with Google Analytics
- Experience of using an open source CMS

Skills

You are...

- A strong and confident communicator with excellent literacy skills, adept at communicating cross-culturally
- Computer literate with experience of using Microsoft Office Suite
- A self-starter, proactive and able to manage your own workload
- Able to proofread accurately and have an eye for detail

Character

You are...

- A team player
- A committed and growing Christian, passionate about mission, and in agreement with Innovista's purpose, values and statement of faith
- Open to feedback and eager to grow and develop
- Able to maintain confidentiality

In addition, you will be actively engaged in an evangelical church. You will be comfortable sharing Jesus and your relationship with Him, and applying your faith to your areas of expertise. You will be expected to participate in staff prayers and to pray for the organisations' work with others.

Be part of the story

Across Europe, Russia and Central Asia we are identifying, equipping and developing hundreds of leaders; ordinary people who have been called to make a difference in the communities within which they live.

Closer to home, our Thrive Teams work in 3 disadvantaged communities in Oxford; identifying, equipping and developing young people to change their own futures and that of their communities. Our Youth Ministry Training equips youth workers for mission in other disadvantaged communities.

In all of these places, we work alongside the local church to bring transformation through Jesus.

Why? Because, simply put, knowing Jesus changes everything.



You gave us courage

Widespread prejudice against the evangelical church in Ukraine makes sharing the hope of Jesus there a tough task.

Church leaders Andriy and Nadja know that only too well.

Losing heart and hope

After years of trying to reach their community in L'viv with little success, they began to lose heart.

Their hopes were shrinking, and so was their church. They felt down, disconnected—and stuck.

Andriy shared his feelings of discouragement at a meeting of fellow pastors. Pavlo, a pastor and graduate of Innovista's Tempo Leadership Course, suggested connecting with Innovista.

Hungry for help, Andriy arranged to meet with Anatoliy to chat more about Tempo. Following their conversation, Andriy and Nadja enrolled their leadership team on the Tempo Leadership Course, which took place in L'viv. They embraced this new opportunity enthusiastically, keen to learn how to define and develop their mission, and identify – and overcome – the obstacles in their way.

New insight, fresh vision

During one of the sessions, the focus of their study turned to team dynamics. This was a real lightbulb moment for the team.

'We had started the course as a group of detached and different people,' explains Andriy, 'but the life of our team was changed. Tempo brought unity and gave us courage to start new things.'

One of these was an English club. Ukraine's increasingly close links with the EU make English fluency a highly sought-after skill. Andriy and Nadja spotted this as an opportunity for connecting with local people keen to learn the language.

But they didn't stop there.

City-wide outreach

Newly equipped with practical tools and effective ways of working together, the team decided to join with five other churches in a creative and ambitious mission project.

Partnering with a team from the US, they hired the biggest church in the city and ran a free, week-long English-teaching programme.

Over 1,000 people filled the venue.

People from across the city worked on their language skills using Bible texts, worship songs and one-to-one practice with native English speakers.

At the end of the week, anyone wanting to know more about God was invited to connect with one of the five churches.

Daring to dream

Andriy and Nadja's little church welcomed 10 new people. That's something they would never have dreamed possible before Tempo.

'I am absolutely sure that unless we had this experience we would never have dared to start this project,' says Nadja.

These leaders no longer feel alone, but part of something much bigger. They now have the training, tools – and courage – to reach their community.



If you are interested in using your gifts and skills to help identify, equip and develop leaders like Andriy and Nadja to change their communities with the hope of Jesus, why not apply to join our team?

How to apply

To apply please download and complete the attached application form, and sign the Statement of Faith to signify your agreement with it. Submit your application form, signed Statement of Faith and a copy of your CV [here](#).

Closing date for applications: Sunday 12 May 2019
Interviews are scheduled for Monday 20 May 2019

Still got questions?

If you have questions about this role, please contact Mary Smith (Director of Supporter Relations) – mary.smith@innovista.org. For any other queries regarding your application please contact Karen Buttimer (HR Coordinator) – jobs@innovista.org.

We look forward to hearing from you!



Innovista

Please download this form
before completing it

Employment Application Form

Your name

**Position you're
applying for**

Today's date

Innovista International

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Tell us about yourself

What talent, experience and qualifications do you have for this role?

Tell us about your current job (if you have one) and why you're leaving

Why do you want to work with Innovista?

Tell us anything else that you'd like us to know as part of your application

Where did you hear about this role?

Referee Contact Details

Please give names and contact details of THREE people who would be willing to provide a reference for you. (Please ensure you provide an email address if possible as reference requests are normally sent by email.)

- One should be your church pastor/leader/minister or a person in a position of responsibility in your church.
- The second should be your most recent employer (or equivalent).
- The third can be anyone else who knows you well.

They must all be over 18, not related to you, and ideally have known you for at least the last 2 years.

Referee 1 – Church Leader

Name:

Email:

Telephone No:

Relationship to you:

Referee 2 – Employer / Work related

Name:

Email:

Telephone No:

Relationship to you:

Can we contact this referee before interview? Yes / No

Referee 3 – General

Name:

Email:

Telephone No:

Relationship to you:

I confirm that the information I have given here is correct. I undertake to inform Innovista of any changes to this information as soon as possible.

Signature

Date

E-mail

Address

Skype

Mobile

Date of birth

Postcode

Please sign the Statement of Faith to signify your agreement with it, and send this application form to us along with your CV.

We'll let you know if we'd like to interview you. Successful UK applicants will be required to complete an enhanced DBS check before starting their role.

Statement of faith

Innovista is committed to the fundamental truths of historic biblical Christianity, as expressed below:

There is one, eternal God, Creator and Lord of the universe who, in the unity of the Father, the Son and the Holy Spirit, both governs all things according to God's will and is accomplishing God's purpose in the world and in the church.

The Holy Scripture in its entirety is inspired by God's Spirit through human authors and constitutes the revelation of God's truth to humanity. It is wholly true and trustworthy in all that it affirms. Whatever the Bible, rightly interpreted, is found to teach, we are bound to believe and obey. It is our supreme authority in every matter of belief and conduct.

All human beings are created in God's own likeness and therefore have inherent value and equality before God. Human sin and guilt since the fall have rendered us subject to God's wrath and condemnation and have resulted in our alienation from God's life, suppression of God's truth and hostility to God's law. God's love desires all to come to repentance and to be reconciled rather than condemned.

Salvation from the guilt, penalty and all other consequences of sin has been achieved solely through the work of Jesus Christ – his perfect obedience, substitutionary death, bodily resurrection and exaltation as Lord. Jesus alone is truly God and truly human, the only mediator between God and humanity. There is salvation through no other person, creed, process or power. Each sinner is justified before God and reconciled to God only by divine grace appropriated by faith alone.

The work of the Holy Spirit is necessary for the individual's new birth and growth to maturity. The Holy Spirit empowers and indwells the church, enabling its constant renewal in truth, wisdom, faith, holiness, love, ministry, power and mission.

There is one, holy, universal and apostolic church, which is the Body of Christ, and to which all true believers belong. The church's calling is to worship God forever and to serve God in the world.

As the Father sent the Son into the world, so the Lord Jesus Christ sends his church to participate in God's mission by words and works. In this mission the church is called: to make Christ known; to proclaim God's truth and the gospel of God's grace; to make disciples among all nations; to exhibit God's character through compassionate care for the needy; to demonstrate the reality of God's kingdom through creative and sacrificial living, the community of love, the quest for righteousness, justice and peace, and the care of God's creation.

As the Lord Jesus ascended to his Father, so he will return personally, visibly and in glory. He will raise the dead and bring salvation and judgment to final completion. God will then fully establish his Kingdom and finish the new creation – a new heaven and a new earth from which all evil and evildoers, all suffering and death, will be excluded and in which God will be glorified forever.

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I have read and agree with the above Statement of Faith.

Signature

Date