



A CAREER WITH IMPACT



from Franklin Graham

No matter what skills, talents, or gifts that God has given to us, everyone at Samaritan's Purse is deeply committed to sharing the Gospel and to ministering to hurting people in Jesus' Name.

If you want to combine your education, training, professional experience, and love for Jesus into a meaningful career, Samaritan's Purse may be the right place for you.

May God bless you as you seek God's will and calling on your life.

Sincerely,

A handwritten signature in black ink, appearing to read 'Franklin Graham', with a long horizontal stroke extending to the right.

Franklin Graham
President, Samaritan's Purse

HELP REACH THE WORLD IN JESUS' NAME

We are looking for motivated individuals who are called to serve the Lord and have a passion for sharing the Good News of Jesus Christ.

Mobilise your skills in a variety of areas such as finance, information technology, communications, and human resources to help make an eternal difference in people's lives through the power of the Gospel.

Samaritan's Purse provides comprehensive benefits packages for employees and an uplifting Christian atmosphere, including corporate prayer and devotional times each weekday morning, as well as special fellowship activities.

Whether based in the UK or internationally, our employees work together with churches around the world to help hurting people and their communities in Jesus' Name.

"If anyone ministers, let him do it as with the ability which God supplies, that in all things God may be glorified through Jesus Christ."

– 1 Peter 4:11 (NKJV)



OUR MINISTRY PROJECTS INCLUDE:

- International Crisis Response
- Clean Water
- Animals, Agriculture & Livelihoods
- Medical Ministries
- Operation Christmas Child
- The Greatest Journey
- Women at Risk

See our current job openings and apply online at
samaritans-purse.org.uk/careers

MISSION

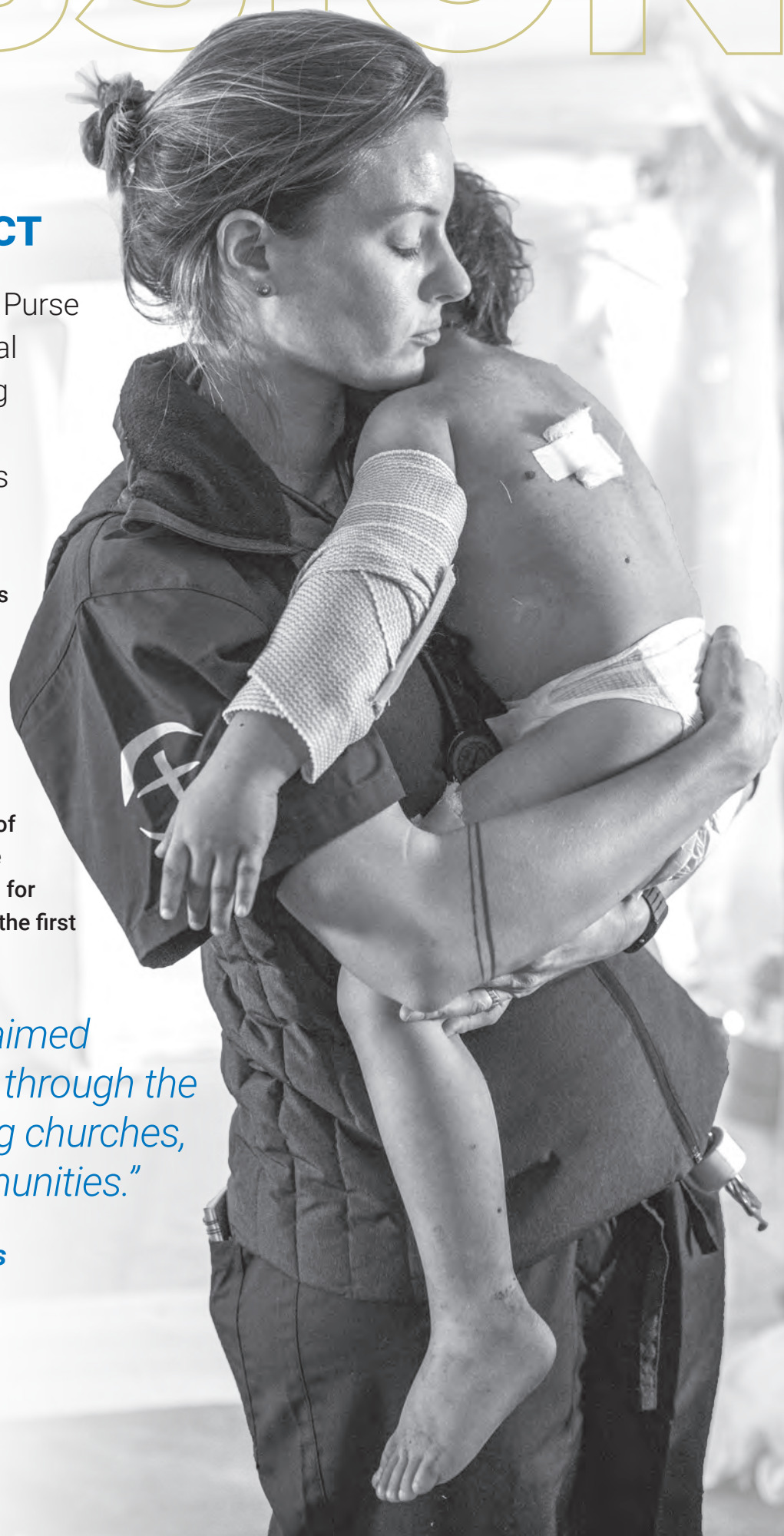
MAKING AN IMPACT

When you join Samaritan's Purse you become part of a global team committed to sharing the Gospel and meeting the critical needs of victims around the world.

Our faithful supporter base upholds the mission of Samaritan's Purse, and without them we would not be able to continue providing physical and spiritual help in Jesus' Name. As Paul says in Philippians 1:3-5 (NKJV), "I thank my God upon every remembrance of you, always in every prayer of mine making request for you all with joy, for your fellowship in the gospel from the first day until now."

"Everything we do is aimed at transforming lives through the Gospel, strengthening churches, and improving communities."

—Joni, International Projects





THIS IS HOW WE DO IT

In 2022-23, £10.47 million was raised for the ministry of Samaritan's Purse through fundraising activities.

From 2021-22 we have seen our income increase by 25% to £10.47m (2021: £8.37m) this was mainly through the generosity of gifts in kind and an increase in underlying cash donations and legacies.

4

Major disaster responses were undertaken.

23

Countries received staff deployments.

48

International and domestic programmes were delivered.

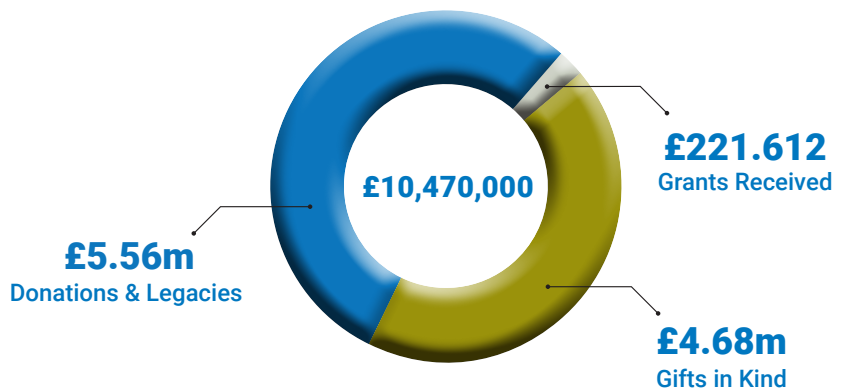
252,022

Operation Christmas Child shoeboxes were delivered to children in need.

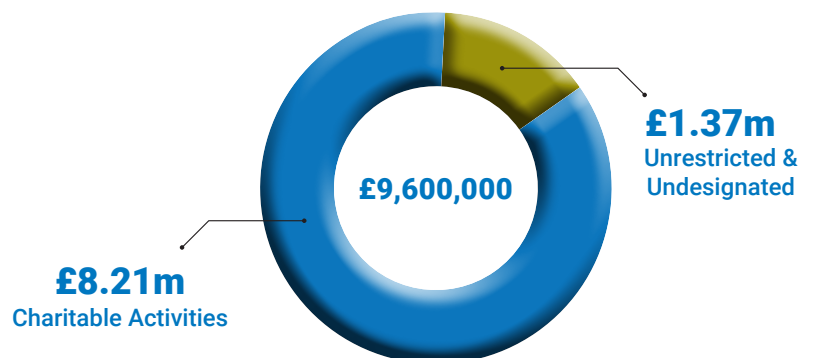
£10.47m

Was raised in support of our work through the generosity of hundreds of individuals and churches as well as trusts and legacies.

£ Income: 2021-22



Expenditure: 2021-22



JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE:	Donor Services Representative
DEPARTMENT:	Donor Services
REPORTING TO:	Donor Services Manager
JOB TYPE:	Permanent
	Full time 35 hours per week
LOCATION:	Office based in Coventry
DATE ISSUED:	December 2023

1 MAIN PURPOSE OF JOB

To deliver excellent service to Samaritan's Purse (SP) 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, and deliver proactive outbound communications, primarily via telephone to further build engagement.

2 POSITION IN ORGANISATION

- Reports to Donor Services Manager within the Donor Services team
- Collaborates closely with many departments across SP & BGEA

3 PRINCIPAL RESPONSIBILITIES

- Taking and managing donations and other administrative and support duties related to this
- Accurately recording data into our in-house database (Raiser's Edge) ensuring data integrity and maintaining a high level of detail. Training will be provided for the use of the database
- Deliver timely and engaging thanking communications and responses to enquiries from our supporters by telephone, e-mail and mail
- 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
- Actively participate in devotions and prayer support for the ministries and maintain a strong Christian witness, including praying with our supporters over the phone, and supporting ministry events.

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.

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.

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 • CRM or database experience.

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

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

Organisational	<ul style="list-style-type: none"> Plans activities and projects well in advance and take accounts of possible changing circumstances 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 SP and BGEA organisations 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.

APPLICATION PROCESS

If you are interested in this vacancy, please send a covering letter and your CV via the website samaritans-purse.org.uk/careers laying out clearly how you would meet the requirements for the role.

Roles at Samaritan's Purse International have an occupational requirement that the post holder be a committed Christian who assents to the Samaritan's Purse Statement of Faith and Code of Conduct.

As we work in the Humanitarian Sector or have roles which are involved with people in crisis, we follow a 'safer recruitment' model which requires all applicants to complete an application form. This will be sent to you if you succeed with our first level of screening. Many of our roles require a DBS check.

All applicants have to show they have the right to work in the UK.

If you have any queries about the role or anything to do with the application process please get in touch with us at:

hr@samaritans-purse.org.uk

We look forward to hearing from you.





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