



# GRADUATE OPPORTUNITY



# SUPPORTER CONNECTION AND ENGAGEMENT OFFICER

**Application pack**

- BE THE TRAILBLAZER
- ACTIVATE CHANGE
- STRENGTHEN LIVES
- BUILD COMMUNITIES
- EMBRACE THE CHALLENGES
- BE THE HELPING HAND
- FAITH TAKING ACTION
- PURPOSEFUL ACTION
- REAL PEOPLE
- REAL FAITH
- RISK TAKERS

## Key details

**Job Title:** Supporter Connection and Engagement Officer

**Location:** Sheffield, up to 40% home working across the month

**Salary:** £26,582 per annum

**Hours:** 37.5 hours per week (full time)

**Contract:** 18 month fixed-term contract, with opportunity for a permanent role upon completion.

**Line Manager:** Fundraising Operations Manager

**Department:** Engagement Team (Fundraising)

## Who are Church Army?

### Start your career making a real difference

At Church Army, our supporters make everything we do possible. They enable frontline ministry, support communities, and help share the good news of Jesus across the UK and Ireland.

This role is an exciting opportunity for someone at the start of their career who wants to grow, learn, and make a meaningful impact from day one.

As a Supporter Connection and Engagement Officer, you'll play a vital role in building relationships with our supporters. Through conversations over the phone and email, you'll help people feel connected to our mission, inspired by the impact they're making, and confident in their partnership with us.

You won't just be doing a job – you'll be part of something bigger. The work you do will directly enable our frontline ministry to happen.

We're looking for someone who is motivated by purpose, eager to learn, and excited to develop skills in communication, relationship-building, and fundraising. You don't need to have done this exact role before – we'll support you to grow into it.

## Why join Church Army?

- Be part of a national charity with a clear mission and impact
- Gain valuable early-career experience in fundraising and communication
- Work in a supportive, faith-filled environment
- Have opportunities to grow, contribute ideas, and develop your skills
- Play a direct role in enabling frontline ministry and community transformation

## What is the role of Supporter Connection and Engagement Officer?

The Supporter Connection and Engagement Officer plays a key role in building and strengthening relationships with our supporters, this can include churches, church leaders, key volunteers and individual.

You'll engage with people personally – primarily through phone and email – to inspire generosity, communicate impact, and ensure every supporter feels valued and connected to Church Army's mission.

You'll also support the smooth running of our supporter systems, helping ensure that data is accurate and that every interaction leads to meaningful follow-up.

This is a varied role where you'll balance communication, administration, and creativity – while developing skills that will serve you throughout your career.



### What's in it for you?

If you're looking for a role where you can grow professionally, develop your confidence, and make a real difference – this could be the perfect place to start your career.

#### Support and Development

We want you to thrive in this role. You'll be supported through:

- Regular one-to-one time with your line manager
- Ongoing training and development opportunities
- A supportive and collaborative team environment
- Opportunities to contribute ideas and shape how we engage supporters
- Opportunities to gain experience across different areas of Fundraising including Events, Churches, Major Donors and Individual Giving.
- Opportunities to **shadow and learn from experienced leaders**, including senior managers and the CEO

You'll be part of a team that encourages learning, celebrates progress, and supports you as you grow in confidence and capability.

## Key responsibilities

### What success looks like in this role

In this role, you will:

1. Build meaningful relationships with supporters and inspire ongoing generosity
2. Deliver engaging phone and email campaigns throughout the year
3. Provide excellent supporter care, ensuring every interaction is positive
4. Maintain accurate and well-managed supporter data
5. Contribute ideas to improve supporter experience and fundraising outcomes
6. Play an active role in your team and the wider organisation

### What you'll be doing

Here are some of the ways you'll get involved:

Building relationships with supporters

- Speaking with supporters over the phone to thank them, encourage deeper involvement, and share the impact of their giving
- Reaching out to both existing and new supporters to invite them to take next steps (e.g. events, giving, prayer support)
- Sending personalised emails to strengthen relationships and engagement

Managing supporter information

- Accurately recording interactions and updates on our database
- Ensuring follow-up actions are completed in a timely and organised way
- Helping maintain high-quality data to support effective communication

Supporting the Supporter Engagement Team

- Responding to inbound calls and emails from supporters
- Processing donations and supporting administrative tasks
- Helping ensure every supporter has a positive and seamless experience

Contributing to fundraising work

- Sharing ideas to improve supporter engagement and processes
- Supporting wider fundraising projects when needed
- Learning about new fundraising approaches and applying them in your work

Being part of the team

- Participating in team meetings, creative discussions, and prayer times
- Supporting colleagues and contributing to a positive team culture
- Engaging with the wider Mission Support Team and shared activities



## Person Specification

### Who this role might suit

We're more interested in your potential than a perfect CV. This role could be a great fit if you:

- Enjoy talking to people and building relationships
- Are motivated by purpose and want your work to make a difference
- Are willing to learn and develop new skills
- Feel comfortable talking about your Christian faith in a natural and authentic way
- Can stay positive and resilient, even when conversations are challenging

You might have gained relevant skills through part-time work, volunteering, university, church involvement, or other life experiences.

## What we're looking for

- Strong communication and interpersonal skills
- Ability to build rapport and connect meaningfully with others
- Confidence in speaking about Church Army's mission and impact
- Sensitivity and empathy when handling a range of conversations
- Comfortable in discussing Christian faith and offering prayer where appropriate
- Good attention to detail and ability to manage information accurately
- Ability to manage your workload and follow up tasks effectively
- A positive, self-motivated, and resilient attitude
- Willingness to work towards goals and targets
- Alignment with Church Army's vision and values

## Additional information

**Pension:** Auto-enrolment scheme with 5% employer contributions

**Annual Leave:** 25 days (excluding Bank Holidays)

**Probation:** Six months

**Notice Period:** Four weeks (after probation)

**DBS:** Not required

## Occupational Requirement

This role has an occupational requirement for the post holder to be a committed Christian, in line with the Equality Act 2010.

You will need to:

- Have an active Christian faith
- Be comfortable representing and communicating that faith
- Be aligned with the vision and values of Church Army

## Safeguarding

Everyone at Church Army plays a role in creating a safe and healthy culture.

All staff are expected to:

- Be familiar with and follow our Safer Ministry Policy
- Participate in safer recruitment processes where required
- Report any concerns appropriately
- Training in these areas will be provided

## Application Process

If you would like you to find out any more about the role, please contact Jenny Mears, Fundraising Operations Manager by email: [jennifer.mears@churcharmy.org](mailto:jennifer.mears@churcharmy.org)

To apply, **please submit a Church Army Application Form** which is available to download from the job advert on our website.

**Deadline:** Monday 22<sup>nd</sup> June 2025

**Interview:** Wednesday 15<sup>th</sup> July 2026

## What would it look like to be a graduate in Church Army?

### Example training plan for the Supporter Connection & Engagement Officer:

Time Period	Purpose	Outcomes & Elements of Activity
<b>Months 1-3</b>	Confidence, onboarding and core skills	<ul style="list-style-type: none"> <li>• Induction to Church Army, its mission and values</li> <li>• Database/CRM training</li> <li>• Shadowing experienced team members</li> <li>• Structured/scripted supporter calls to build confidence</li> </ul> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>• Confidence in basic supporter conversations</li> <li>• Understanding of systems and processes</li> </ul>
<b>Months 4-9</b>	Ownership, consistency and relationship building	<ul style="list-style-type: none"> <li>• Independent calling to supporters</li> <li>• Developing written communication skills (emails, follow-up)</li> <li>• Handling inbound supporter queries</li> <li>• Training in reporting and data management</li> </ul> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>• Ability to manage supporter interactions independently</li> <li>• Consistent, high-quality supporter care</li> </ul>
<b>Months 10-15</b>	Exposure to wider fundraising areas	<ul style="list-style-type: none"> <li>• Project-based learning across key areas: Major Donors, Events, Individual Giving, Church Partnerships</li> <li>• Shadowing colleagues and attending strategic meetings</li> </ul> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>• Understanding of different fundraising streams</li> <li>• Ability to apply core skills in new contexts</li> </ul>

<p><b>Months 16-18</b></p>	<p>Independence, initiative, future readiness and skill building</p>	<ul style="list-style-type: none"> <li>• Leading a defined project or campaign</li> <li>• Presenting project outcomes to leadership</li> <li>• Career development planning</li> </ul> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>• Confidence working independently</li> <li>• Readiness for permanent role progression</li> </ul>
<p><b>Ongoing</b></p>	<p>Learning, development and leadership exposure</p>	<ul style="list-style-type: none"> <li>• Weekly 1:1 meetings with line manager</li> <li>• 3 x 1:1 meetings with CEO (leadership exposure)</li> <li>• Mentoring from experienced staff (including Director of Engagement)</li> <li>• Weekly dedicated learning &amp; development time</li> <li>• Monthly mentoring meetings</li> </ul> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>• Continuous personal and professional growth</li> <li>• Increased confidence and leadership awareness</li> </ul>