

## CBN EUROPE - PRAYER ADMINISTRATOR JOB DESCRIPTION

<b>Organization:</b>	CBN Europe
<b>Role:</b>	Prayer & Administration Assistant
<b>Level:</b>	Administrative – Part-time (up to 24hrs per week)
<b>Department:</b>	Prayer Centre – UK
<b>SALARY</b>	£9.00 ph
<b>Line Manager/Reports to:</b>	Prayer Centre Manager
<p><b>Job Summary:</b></p> <p>CBN Europe is media charity a based in the UK with a mission to demonstrate the love of God and sharing the Gospel of Jesus Christ through digital and TV Ministry and humanitarian assistance. We reach millions of people with a message of hope and freedom through our TV programmes, online via our website and social media platforms.</p> <p>Our Prayer Centre requires an enthusiastic, resourceful person with a calm, confident and positive attitude. Someone confident using a computer and able to communicate effectively with established and prospective CBN Europe partners. Processing inbound and outbound via Voice Over Internet Protocols (VOIP) &amp; a Client Relationship Management (CRM) System to administer prayer calls as well as donations. Updating partner records as required, maintain and enhance partner relationships by resolving issues and concerns.</p> <p>Remote working with ability to be in the HQ office in Hereford at least once a week. Ability to work flexible hours as required to cover holidays, sickness &amp; peak times of year.</p> <p>There is an occupational requirement under Schedule 9 of the Equality Act 2010 this post is open an active, practising Christian who must be committed to CBN's Christian beliefs and assents to our statement of faith.</p>	
<p><b>Key Responsibilities and Accountabilities:</b></p> <ol style="list-style-type: none"> <li>1. Utilise a computerised workstation to respond to inbound and outbound telephone calls, particularly request for prayer, and or crisis calls. Literature, product, pledges, partner account servicing referrals, and account status change requests.</li> <li>2. Processing donations &amp; other administrative duties using our partner database</li> <li>3. Receiving inbound calls to respond to callers' prayer requests and administrative queries. Follow the <b>CBN MODEL</b> for handling <b>ALL</b> calls</li> <li>4. Making outbound calls for a variety of purposes.</li> <li>5. Following a safeguarded call process with set goals and objectives, respond to prayer requests, minister to callers and lead callers into salvation using biblical doctrine.</li> <li>6. Minister to callers in crisis situations with appropriate scripture and prayer.</li> <li>7. Carry out donor affirmation Call Back to include: Prayer support, Pledge confirmation, appreciation for campaign support.</li> <li>8. Maintain acceptable productivity standards as determined by the manager.</li> <li>9. Perform other duties commensurate with the role.</li> </ol>	

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### Knowledge, Skills and Abilities:

#### ESSENTIAL

1. An excellent communicator with a good telephone manner.
2. Excellent listening skills and ability to empathise with others and aware of the importance of confidentiality.
3. Knowledge of the Bible and ability to pray concise, scripture-based prayers.
4. Ability to communicate effectively with good oral and written skills, including proper use of sentence structure, grammar, and spelling
5. Strong comprehension skills
6. Good computer skills with knowledge of Windows 365 operating system, web browser and Microsoft packages like Excel and ability to learn new software
7. An adoptable Self-starter able take appropriate initiative with own work as well as the team's
8. Good time management - consistency in punctuality and attendance
9. Experience of working in a team environment.
10. Good work ethic with ability and flexibility to work over holidays as needed

#### DESIREABLE

1. Knowledge of Salesforce or experience of using client relationship management (CRM) systems
2. Knowledge of the European Data Protections under the General Data Protection Regulations although training will be provided
3. Call centre experience is an advantage, but not essential as full training will be given.

Please send your CV with covering letter to [jobs@cbneurope.com](mailto:jobs@cbneurope.com). For the attention of Sarah Fletcher, **along with a personal reference as well as a Pastor's reference.**