ROLE PROFILE FOR DIGITAL GIVING PROJECT OFFICER

About the National Church Institutions (NCIs)

The National Church Institutions comprises a wide variety of teams, professions and functions that support the mission and ministries of the Church of England in its vision to be a church, centred on Jesus Christ, for the whole nation - a church that is simpler, humbler, bolder.

We Include. You Belong.

Our Belonging and Inclusion Strategy aims for everyone in the National Church Institutions (NCIs) to feel that they belong, and are valued for who they are and what they contribute. Together, our people contribute in different ways towards our common purpose, whichever NCI they work in and whatever their background.

Living out our values in all that we do, we:
- Strive for **Excellence**
- Show **Compassion**
- **Respect** others
- **Collaborate**
- Act with **Integrity**

We believe our commitment to belonging and inclusion fuels our progress and drives us forward. The NCIs are a safe, inclusive workplace for people of all backgrounds and walks of life. We welcome applications from people of all faiths and of no faith. We want to encourage applications from a diverse group of people who share our values. Even if you have never thought about working for us before, if you have the skills and experience we're looking for then we would like to hear from you.

About the department

The Giving Team, based in the Giving Directorate, aims to serve churches and dioceses by helping them grow giving and generosity. The Digital Giving Team is part of the Giving Team and has a specific remit for growing giving and generosity through online and contactless giving.

What you'll be doing

As Digital Giving Project Officer, you will support the National Digital Giving Manager in providing impactful projects and high-quality support to churches and dioceses in relation to online and contactless giving. This will include: playing a key role in delivery of the final phase of the digital giving rollout (a programme of projects to supply 2,000+ contactless donation devices to

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churches); working with colleagues to design and deliver new digital giving projects; managing the digital giving support desk (a National support service for churches across the country); and having responsibility for digital giving training and resources.

MAIN DUTIES AND RESPONSIBILITIES

Project management:
- Acting as the Digital Giving Lead for the NetZero Carbon Give To Go Green (a project managed by the National Fundraising Advisor).
- Managing some external supplier relationships, with support from the National Digital Giving Manager.
- Deputising for the Regional Giving Advisors and National Digital Giving Manager as the primary point of contact for rollout projects, when required.
- Maintaining good relationships with Giving Advisors in every Diocese e.g., by offering training and support via the Giving Network.

Project support:
- Maintaining existing support processes to ensure smooth project delivery and implementing new processes where required.
- Liaising with key internal and external stakeholders to ensure projects progress on time.
- Designing and delivering in person and online training to churches and diocesan colleagues.
- Assisting the National Digital Giving Manager with the creation of a new strategy for digital giving work in the Church of England.
- Updating and circulating the digital giving rollout dashboard.
- Undertaking digital giving data analysis as needed, with support from the Data Analyst and National Digital Giving Manager.
- Undertaking administrative tasks as required to facilitate effective project delivery, such as minuting meetings.

Management of the digital giving support desk:
- Ensuring queries are responded to effectively and in a timely manner, both personally and through overseeing the work of others.
- Training new colleagues on support desk processes.
- Monitoring the volume and type of queries to produce reports on the support desk's performance.
- Analysing the nature of queries to improve and create training and resources for churches and dioceses.

Training, resources, and monitoring:
- Maintaining up-to-date and accurate digital giving support materials and templates on Parish Buying and Cornerstone, creating new resources as required.
- Improving and maintaining the digital giving pages on the Church of England website.
- Planning and delivering a webinar programme.
- Ensuring monitoring and verification processes are followed and escalated as appropriate.

Your job description is intended to reflect your main tasks and areas of work, but is not exhaustive. Changes may occur over time and you will be expected to agree any reasonable changes to your job description that are commensurate with your banding and in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.

About You

The Church of England is for everyone and we want to reflect the diversity of the community the Church serves across the whole country. Therefore, while of course we welcome all applications from interested and suitably experienced people, we would particularly welcome applicants from UK Minoritised Ethnicities (UKME)/Global Majority Heritage (GMH) and other under-represented groups.

Essential

Knowledge/Experience
- Good practical understanding of information systems and applications
- Experience of creating training resources and delivering training
- Proven use of Microsoft Word, Teams, Outlook, Excel, SharePoint and Canva

Skills & Abilities:
- Excellent project administration skills, with proven experience of delivering project support
- Accuracy and attention to detail
- Ability to communicate to large groups and key stakeholders clearly, both verbally and in writing
- Ability to work well with numerical data
- Ability to work well in a team with good inter-personal skills
- Flexible and organised approach to work
- Able to work comfortably with competing priorities
- Ability to provide excellent support to churches and Giving Advisors
- Ability to build relationships with key project stakeholders

Desirable
- Experience of encouraging giving in a paid or voluntary capacity (digital giving is particularly desirable)
- Previous experience of working in a customer-service support function
- Previous experience managing projects
- Experience of the Church sector, either in a paid or voluntary capacity, ideally in relation to giving or church finances
- Experience working with Power Automate
- A professional fundraising qualification is desirable. Membership of the Institute of Fundraising will be provided for the successful candidate

Vacancy Summary

JOB TITLE: **Digital Giving Project Officer**

NCI ENTITY: Church of England Central Services

DEPARTMENT: Giving & Income Generation

GRADE: Band 5   Standard Point

SALARY: £38,918

WORKING HOURS: 35 hours a week

PRIMARY OFFICE LOCATION: Church House, Westminster, London

HYBRID WORK ARRANGEMENTS: Requirement to come into Church House approximately once a month for team meeting and other occasional visits

**SUITABLE FOR FULL
HOMEWORKING:**   ☐

HOMEWORKING REQUIRED: ☐

CONTRACT TYPE: Permanent

IS A DBS CHECK REQUIRED?   ☐
IF YES, WHICH LEVEL   Select level of DBS Check required

**IS A FAITH-BASED GOR
APPLICABLE FOR THIS ROLE?**   ☐

ORACLE POSITION CODE: Click or tap here to enter text.

September 2024

COST CODE: 50225

PARENT POSITION: National Digital Giving Manager