

PARTNER JOURNEY ADMIN

Reporting to:	Partner Journey Supervisor
Responsible for:	Ensuring that our partners receive the highest standard of service
Location:	Office-based
Weekly Hours:	42, including weekly and monthly evening prayer meetings
Salary:	£20,000 during 3-month probationary period, increasing to £22,000 (open to discussion and dependent on needs, skills, and level of engagement)

ABOUT GFA WORLD

Since 1979, we have been committed to serving the “least of these” in Asia and Africa, often in places where no one else is serving, so that those still waiting can experience the love of God for the first time. We are a Christian Missions Order, partnered with national missionaries serving as the hands and feet of Christ in Asia and Africa, through sponsoring these national missionaries to minister to people’s needs, sponsoring children, investing in community development and helping families in need of care or during disasters. Our desire is to see communities across the world transformed with God’s love, and we believe the Church is God’s original and most long-lasting mission agency.

As a Christian Missions Order our staff are required to be living a Christian lifestyle, as each member is expected to participate in, and sometimes lead during, our times of prayer. We function more like a community than just being an office, and staff are encouraged to think of each other as fellow community members doing life together. Staff are also encouraged to live simply, as if camping here on earth before reaching our home in Heaven, and to look to lay up treasure in Heaven rather than amass wealth on earth.

Our mission and Core Values make us who we are.

Our mission

in life is to be devout followers of Christ and to fulfil the Great Commission amongst the unreached through training up, sending out, and assisting qualified labourers in partnership with the body of Christ

OUR CORE VALUES



KNOWING HE LORD JESUS MORE FULLY & INTIMATELY

Daily spend the early morning hour with Jesus | Systematically read and meditate upon His Word | Maintain close fellowship with Him through the day | Seek His approval and depend upon Him to lead



BEING A PEOPLE OF INTEGRITY AND EXCELLENCE

Develop a sharp conscience that results in pure motives | Take responsibility for choices and actions | Live a disciplined life | Use time, money and resources as the Lord's steward | Strive for excellence in quality and quantity | Have proper manners and think before you speak | Listen well



LIVING IN SUBMISSION TO GOD'S WORD

Daily read and study the Bible | Ask God to speak to you through the scriptures | Know good doctrine and act upon it | Pursue and maintain well-rounded Bible knowledge | Readily find and claim scripture in trials and needs | Recognise, respect and claim God's authority | Be a doer of the Word by faith and receive His promises



BEING A PEOPLE OF FAITH

Add faith to Bible knowledge | Memorise, meditate upon and believe God's Word | Walk by faith, not by sight | Respond in faith instead of fear | Rest in the promises of God alone | Depend on Him to meet all needs | Remember faith is not against reason but beyond it | Look for opportunities to act in faith in all situations



BEING A PEOPLE COMMITTED TO PRAYER & WORSHIP

Pray individually and corporately for local and global needs | Have a consistent habit of adoration, confession, thanksgiving, supplication, and intercession | Constantly be aware of God's presence through conversation with Him | Coordinate and conduct prayer times with organised topics



HAVING A SERVANT LIFESTYLE

Become a servant to become Christ-like | Provide liberation and security by not seeking things for self | Be sensitive and take initiative to quietly meet the needs of others | Give honour and dignity to all – even to the lowliest | Take the last seat; do not seek attention, honours or self-promotion | Respectfully submit to Authority



BEING A PEOPLE OF GRACE AND LOVE

Practice repentance, confession and forgiveness in relationships | Love, care for, esteem and encourage others daily | Seek the positive in others and refuse to listen to negative reports | Control the tongue! Do not gossip | Do not judge others | Quietly, gently restore others when they fail | Give others freedom to choose, to find and to return



SERVING SACRIFICIALLY

Be effective for the Kingdom through sacrifice | Willingly, actively and sacrificially serve others | Cheerfully share from personal resources | Persevere in difficulties | In lack, respond with love and wisdom | Pay the price to preach the gospel to the lost, that they might be saved



BEING A PEOPLE SOLD OUT TO WIN THE LOST AT ANY COST

Focus upon the Lord's love and burden for the lost | Think of eternity | Actively seek to share the love of Christ | Carry and distribute tracts | Communicate vision and concern for world missions | Pray for labourers and help meet that need | Be willing to go anywhere regardless of the sacrifice to reach the lost



WORKING TOGETHER WITH THE BODY OF CHRIST

Evaluate the strengths and weaknesses of local culture | Respect and appreciate other cultures and organisations | Respect church leadership and value all who belong to and serve Christ | Support and pray for other organisations and ministries | Value working together in love as a body, resulting in synergy | Together serve the King and work to expand his Kingdom

ABOUT THE PARTNER JOURNEY AREA

Our impact on the mission field is fuelled by the faithful donations and prayers of our partners in the UK and Europe – and we could not accomplish our mission without them. To us they are more than just ID numbers and wallets (or “cash-cows” as one sponsor put it!) they are true partners in the Gospel, labouring with us in prayer, giving sacrificially, and raising a voice for the needs on the mission field.

Everyone in the UK is a potential partner, and we want people to have an experience with us that is uplifting, inspiring, meaningful, and encouraging, from their first instance of contact until their last. This is their “Partner Journey” with us.

Our Partner Journey team is the beating heart of our operations, serving the needs of 2,000 generous partners to help them find and support the projects that they care about, to troubleshoot and solve payment issues, and to help them make full use of our content and resources so that they realise the important impact they are making, and feel like part of the GFA World family.

Our aim is to deliver beautiful partner experiences as standard. We want to act as a window into the mission field for our partners to help them maintain their connection with the very real human need, make our partners feel valued and appreciated for being who they are, and organise our resources well to meet own needs and requests, whilst constantly looking for ways to improve the services we provide as technology evolves.

Our Partner Journey team is expected to deliver the highest levels of service to those who choose to partner with us, being the voice of GFA World on the phones and by email, attending to our partners’ needs and requests (ideally even before they ask) and helping them to keep making a difference by giving generously to the projects they care about.

ABOUT THE ROLE

The Partner Journey Administrator will work closely with the Partner Journey Supervisor to ensure our partners receive the highest service and support. The role requires a combination of organizational and interpersonal skills and the ability to work collaboratively with internal and external stakeholders. The goal of the part is to ensure that our partners have an uplifting, inspiring, meaningful, and encouraging experience with us, from their first instance of contact until their last.

This is an excellent opportunity for individuals who are passionate about helping others and want to impact the world positively. The Partner Journey Administrator will have the opportunity to work closely with the Partner Journey Supervisor and the rest of the team to ensure that our partners receive the best possible experience. This role offers the opportunity for growth and development within the organization and the possibility of a promotion pathway to the Partner Journey Supervisor role.

Key Responsibilities

- Assist the Partner Journey Supervisor in monitoring the performance of the Partner Journey team, ensuring our service is kept to an excellent standard for all partners.
- Inputting donations to accurately reflect our partners' wishes for their finances.
- Collaborate with internal teams to help grow and develop Partner Journey products and software to continually improve the Partner Journey experience.
- Keep our partners up to date through personal contact via phone call or email. Important note: we do not have a habit of cold-calling our partners to ask them for money!
- Respond to partner inquiries and resolve issues in a timely and professional manner.
- Maintaining an attitude in line with GFA World's values that demonstrates both professionalism and compassion.

Role Accountabilities on a Day-to-day Level:

1. Assist the Partner Journey Supervisor in monitoring the performance of the Partner Journey team, ensuring our service is kept to an excellent standard for all partners.
2. Keep the Partner Journey Supervisor and other leadership informed of basic statistics about our partners, including any pain points they may be experiencing when contacting us.
3. Collaborate with internal teams, such as the Business Improvement team, to assist in the growth and development of Partner Journey products and software to continually improve the Partner Journey experience for our partners.
4. Inputting donations to accurately reflect our partners' wishes for their finances.
5. Respond to partner inquiries promptly and professionally, troubleshoot and resolve any issues that may arise.
6. Maintain an attitude that aligns with GFA World's values, demonstrating professionalism and compassion in all interactions with partners and team members.
7. Participate in and be willing to lead GFA prayer meetings throughout the day, Tuesday Evenings, and on the first Friday of each month.

ABOUT THE APPLICANT (THAT'S YOU!)

We recognise that, to be great at your role, there are certain characteristics that are important and others that enable a good fit within our existing team and culture. But if you don't meet them, get in touch anyway, you may be more awesome than you realise.

- Be a practicing Christian in love with Jesus, and be able to clearly demonstrate a personal commitment to GFA World's mission and Core Values.
- Enthusiasm for the aims of GFA World to transform communities with God's love, and a readiness to support and contribute to our goals to increase the impact each year.
- A passion and commitment to empower a team to deliver excellent levels of Partner service.
- Excellent verbal and written communication skills and be able to communicate clearly and effectively to internal and external Partners and team members.
- Ability to develop a rapport quickly with internal and external Partners, adopting a friendly and confident approach with a wide range of Partner types.
- Enjoy working as part of a team and also recognise individual responsibility to contribute to the performance and success of the team overall.
- Interested in improving and developing new ideas from the very beginning, to testing and gathering feedback, to completion all whilst working within a dedicated team who have the same goal.
- Strong organizational and interpersonal skills.
- Experience in a customer service or partnership role.
- Passion for the mission and values of GFA World.

ABOUT THE FUTURE

Our partners no longer compare us to other local charities. The benchmark we compete with today comes from the Amazons, Ubers or Airbnbs. We have identified five 'themes' to coordinate and manage their delivery and have categorised actions into three levels of complexity.

A Supporter Focused GFA. We will launch supporter service platforms, for supporter, champions, volunteers, churches etc. We will use available data to really understand the make-up of those within our supporter community and use this information to help shape our services.

A Data and Digitally Enabled GFA. We will seek to simplify, modernise, expand, and solidify our payment process. We will take away anything that causes mistrust, we will add more payment options, and we will always follow up with payment confirmation. We will continuously gather data to predict their needs so they always feel valued and taken care of.

A Connected GFA. We will personalise automated texts and emails, based on circumstances and preferences (e.g., channel, time, messaging etc), so partners never have to miss a donation or sponsorship payment or an event with us, by December 2022. We will start to help partners stay a part of GFA by connecting them with local and online community events, encouraging Churches and Champions to do the same within their communities and regularly educate on what GFA is doing by December 2022.

A Smarter GFA. We will review our top 15 processes and identify ways to cut out unnecessary steps and simplify the process as a whole by the end of 2022. We will identify the top 5 projects each partner would like to know about in their area of interest (e.g. missionaries, bible colleges) and trial pre-emptively telling them, by text or email, by December 2022.

A Connected Community. We will host, co-host, and support various events, campaigns (online or otherwise) within the local + national community. We will work with local churches to create connection between the mission field, the UK office and the UK church by June 2022. We will build up a journey for our volunteers by June 2022 and train and connect them with members of the UK church community by Sept 22. We will work with church partners, faith groups and others to create a more seamless journey all the way from awareness of the mission to committed staff members, by January 2023.

You will help bring the best from our Partner Journey team, enabling them to keep delivering excellent service to the thousands of Christians who trust us with their giving each year. You'll nurture this small team and help them strive for the highest standards of care and attention, manage fluctuating workloads, and be a calming point of escalation when things don't go to plan.

With the team operating at its best, and providing valuable insights and testing as we improve our online platforms, you'll be directly contributing to the doubling of our impact over 5 years.

SALARY & SUPPORT RAISING

GFA World will pay you a consistent salary, which will be agreed with you based on the role, your needs, and your level of engagement with our mission, vision, and core values. Your salary amount will not be affected by the amount of support funds you raise (unless you raise more than you have ever been paid, in which case your salary would be increased!).

All our staff are considered Home-Team Missionaries, and are expected to give a certain amount of time and effort to devote to support raising. This begins after the 3-month probationary period, and staff are assigned one full day each month for support raising work, and one full week each year for a support trip. Personal visits are the most fruitful, but the bulk of support raising involves writing personal newsletters to keep your Christian contacts informed of what you are doing, and letting them know that you are in need of financial and prayer support (we do not often recommend cold asking for money). Training, guidance, and Scriptural references will of course be given. Support raising helps offset the amount of GFA World's general funds used to pay staff salaries and allows GFA World to devote the maximum amount of funds to accomplishing its mission and vision, and keeps you covered in prayer support as you serve Christ at GFA. This also serves to remind us that we are not here just for a 9 to 5 job, but to fulfill God's call upon our lives.

Again, your salary amount will not be affected by the amount of support funds you raise (unless you raise more than you have ever been paid, in which case your salary would be increased!).

PROBATION/REVIEW PERIODS

There is a 3 month probation period with all roles at GFA World. If, at any time during the first 3 months of working with GFA World a staff member feels the role or the organisation is not the right fit for them, there is no long-term commitment keeping them.

During the probation period, no support raising is necessary.

GFA WORLD'S STATEMENT OF FAITH

WE BELIEVE:

That the Bible is the verbally inspired, inerrant Word of God. It is the complete revelation of His will for salvation and the only unfailing rule of faith and practice for the Christian life.¹

In one God, Creator of all things, eternally existing in three persons: Father, Son, and Holy Spirit, and that these three are co-eternal and of equal dignity and power.²

In the deity of Jesus Christ; His miraculous conception by the Holy Spirit; His virgin birth; His sinless life; His substitutionary death on a cross; His bodily resurrection; His ascension to the right hand of the Father; and His personal, imminent return.³

That man was created by and for God; that by man's disobeying God, every person incurred spiritual death, which is separation from God, and physical death as a consequence; and that all people are sinners by nature and practice.⁴

The Lord Jesus Christ died for our sins and that all who believe in Him are declared righteous because of His sacrificial death and are, therefore, in right relationship with God.⁵ In the present ministry of the Holy Spirit indwelling all believers and thus enabling and empowering the life and ministry of the believer.⁶

In the bodily resurrection of everyone who has lived, the everlasting blessedness of those in right relationship with God, and the everlasting punishment of those who have rejected God's forgiveness in His Son.⁷

1 II Timothy 3:16; II Peter 1:20-21; Matthew 5:18; John 16:12-13

2 Deuteronomy 6:4; Matthew 28:19; John 1:1-2; II Corinthians 13:14; Philippians 2:6

3 John 1:1; Matthew 1:20-23; II Corinthians 5:21; Hebrews 1:3, 10:12; John 16:7-11; Matthew 19:28, 25:31; II Timothy 2:8

4 Genesis 1:26-27; Romans 5:12, 3:23; I John 1:8; Ephesians 2:3 5 Ephesians 1:7, 2:1-10; John 1:12

6 John 16:7-15; I Corinthians 12:13; II Corinthians 1:22; Ephesians 1:13

7 Revelation 20; Acts 24:25; John 5:28-29; Luke 16:31; II Corinthians 5:8; I Thessalonians 4:14-17; I John 3:2