

Customer Services, Accounts & Facilities Team Leader

About BRF

The Bible Reading Fellowship (BRF) is a registered charity and also a limited company, and has been in existence since 1922. Through both our publishing and ministry activities we work to nurture individuals and church communities in their Christian discipleship and spirituality through the Bible, prayer and worship.

We have published daily Bible reading notes without interruption since 1922. We have built up our book publishing programme significantly to a regular output of 40-50 titles per year, one third of which are published under our *Barnabas for Children* imprint (resources for those working with children under 11 for more effective ministry at home, school and church). Since January 1999 we have been developing children's ministry with *Barnabas* RE Days and INSET sessions in schools alongside publishing books and resources. Both the ministry and the publishing activities of *Barnabas for Children* serve the same aim: to resource and equip adults working with children under 11 in church or school or at home. Other core ministries of BRF are *Messy Church*, *Foundations21*, a web-enabled Christian discipleship/life-long learning resource, and *Who Let The Dads Out*.

Job Specification

This is a full-time role based at the BRF offices in Abingdon. Reporting to the Deputy Chief Executive your responsibilities will involve being team leader for the customer services and accounts department, processing orders for products, events and donations, growing sales through the department and liaising with others in the BRF team and external contacts.

This role requires someone who is sympathetic to the aims of the organisation and who:

- can demonstrate excellent people and administrative skills
- is highly organised
- can use their own initiative and take responsibility
- can get on with the job but is also committed to being part of a team

Remuneration includes membership of the BRF pension scheme, and the benefits of life assurance, private health care and permanent health insurance. BRF is an Investor in People.

To apply, send your CV and a covering letter with details of your current salary to Karen Laister.

Email: karen.laister@brf.org.uk

Post: Karen Laister, BRF, 15 The Chambers, Vineyard, Abingdon, Oxon, OX14 3FE

BRF is a Registered Charity

Closing date: Monday 10 December 2012

Detailed job description for Customer Services, Accounts and Facilities Team Leader

General

- Responsible for the efficient day-to-day running of the department
- Responsible for planning and coordinating the work flow through the department with members of the team
- Assist in growing direct sales and other income streams

Customer Services

You will need to be involved in the following daily tasks (including but not limited to):

- Open and distribute the post
- Respond to customer queries received by telephone, letter, fax and email
- Process customer orders for books and subscriptions
- Process bookings for Barnabas RE Days, INSET and other Barnabas events
- Process donations
- Process Quiet Day bookings
- Allocate payments received on BRF's subscription system
- Reconcile and send cheque payments to the bank
- Reconcile credit card payments at the end of each day
- Reconcile the sales ledger each day and maintain the cashbook

Accounts

- Working knowledge of accounts processes both daily and month end
- Able to deputise or manage workflow of the accounts assistant during absences

Facilities

- Ensure BRF's Health and Safety policy is maintained and monitored
- Oversee the purchase of office supplies (excluding computer equipment) and other items required to run the office
- Oversee the procurement, maintenance and contracts of office equipment and services (excluding IT service providers)

Other tasks

- Run the subscription releases and coordinate the mailings with the mailing house
- Liaise with BRF's distributors
- Work with the Deputy Chief Executive to plan, implement and achieve strategic objectives identified for the department
- Be familiar with the roles and responsibilities of team members
- Identify and implement strategies for increasing income
- Continue to develop BRF's CRM database with other members of the team
- Ensure that BRF is compliant with any legal requirements in relation to credit card transactions
- Identify areas to improve and implement improvements

Staff

- Regularly meet with members of the team
- Conduct six-monthly review meetings with members of the team
- Plan, implement and review staff training

- Ensure that adequate cover is maintained within the department

Other

- Co-ordinate the agenda items and minutes for the customer services meeting
- Attend the sales and marketing meetings, feeding back information relevant to the customer services team
- Attend exhibitions or events as required

Skills required

- Previous team leader experience, ability to train others and demonstrate leadership skills
- Experience of using of Microsoft Word and Excel
- Experience of using accounts packages and databases
- Excellent oral and written communication
- Numerate
- Organised, able to prioritise work and willing to be flexible
- Enjoy working in a team and helping others reach their potential
- Previous experience of health and safety desirable

To cover key breaks (Christmas and other bank holidays) leave is taken on a rota basis.

Date: 12 November 2012