

Supporter Experience Team Leader

- Lead a passionate team of awesome and talented people responding to the challenges of global poverty in a contemporary world
- Be integral in developing and executing our supporter experience strategies
- Drive for exceptional results

Play a vital role in Tearfund's Supporter Relations Team by developing and managing our supporter centric strategy and supporter experience.

About Tearfund NZ

Responding to the challenges of global poverty in a contemporary world, we work with development partners and the world's most vulnerable people as they struggle to feed their families, cope with disasters, confront exploitation and build a better future. The Fundraising Team is responsible for generating the funding to deliver life changing programmes.

Tearfund is one of New Zealand's leading NGO's, with strong year-on-year growth. This year we'll raise over \$15m to fund work with 29 partners in 24 countries across the developing world. We are a highly-respected charity that inspires people to give, learn and advocate against injustice.

Our mission statement is: "Motivated by Jesus, we encourage Kiwis to act for justice to relieve poverty among the world's most vulnerable people".

About the role

If you have a heart for justice and excellent understanding of customer centric services and process improvements – then this role is for you.

You'll be a doer with results to match. Your experience leading customer facing or call centre roles, with a track record of motivating a high performing team will be greatly valued.

Owning the supporter experience, your ability to lead, motivate, inspire, and collaborate will be essential.

You will have:

- A love for customers, and have spent ideally at least five years bringing great experiences to life for them, no matter what industry
- You'll understand how to balance what customers' value with what is commercially viable
- Strong process improvement focus
- Calm under pressure where no issue is too big or small
- Ability to lead and motivate people in a busy customer service environment.
- Experience setting and managing team KPI's
- A good working knowledge of technology – CRM; Office 365; telephony systems
- Reporting and analysis skills including identifying linkages and patterns within large amounts of information

Location & Benefits

Tearfund is a great place to work, in our collaborative and creative workplace just 20-minute from the CBD with **free parking**. Close to some great café's, parks and amenities with easy access to the motorway, this is a full-time office-based role. You may even like to join our office cycling team!

This is a great opportunity to join a busy, talented and motivated team who are committed to relieving poverty amongst the world most vulnerable people.

To discuss the opportunity further please call Elke on 021802213 or Angela on 021 357 708. To apply please send a cover letter and CV to work@tearfund.org.nz