



**Wycliffe
Bible
Translators**

Administrator for Supporter Care Team

Would suit: A meticulous and reliable individual who enjoys working to a high level of detail and accuracy. Able to remain agile, calm, and supportive when balancing multiple tasks. This role suits someone eager to work at the heart of the organisation, ensuring supporters feel valued and appreciated through thoughtful, prayerful and effective administrative processes.

Salary: £27,500 + benefits

Location: Primarily at our office in Oxford with the opportunity to work from home one day per week.

Hours: Full-time (37.5 hours per week). Permanent. Let us know if you need more flexibility than this

Reporting to: Cameron Kennedy, Supporter Care team leader

Closing date: Wednesday 18 March, at 9am

Interview date: Interviews will be held in Oxford on Tuesday 24 March

How to apply: See [below](#)

Benefits:

- 33 days' annual leave, including bank holidays (pro-rata)
- Employer pension contributions up to 7.5%
- Fully employer-funded life assurance
- 24/7 employee assistance programme for emotional and practical support
- Family-friendly employer
- Monthly in-person team days in Oxfordshire or the Chilterns (expenses covered)
- Hot-desking facility at Oxford office
- Fully paid-for professional development opportunities.

Job description

Welcome from your potential manager

Bible translation is advancing at an incredible pace, with a new language project beginning every single day on average. Yet, there are still 1 in 5 people who do not have the Bible in their own heart language. At Wycliffe Bible Translators, we are committed to seeing a world where everyone can know Jesus through the Bible.

Not only is the pace of Bible translation increasing, but our support from individuals and churches across the UK and Ireland is too! It is a true blessing to witness our supporters stepping up to invest in this work and their future brothers and sisters in Christ. Because of this, our team is needing to grow in order to deliver the high levels of service and care that our generous supporters deserve.

This is a hands-on but incredibly rewarding role, where you'll witness firsthand the excitement and eternal impact of Wycliffe and our partners' work. The Supporter Care team values both strong relationships and professionalism, not only in how we serve our supporters but also in how we work together.

As an Administrator within the Supporter Care team you will care for our supporters, who so faithfully partner with Wycliffe through their prayers and generous giving. You will attentively handle mail, process donations and keep information up to date with accuracy and thoughtfulness. As a member of the team you will proactively connect in a prayerful, caring and confident manner, resulting in great relationships and stewardship of resources.

If you feel this could be the role for you but have any questions or concerns, I'd love to hear from you. You can email me at ckennedy@wycliffe.org.uk and we can arrange a time to chat.

I'm excited for this opportunity to join us at the heart of the organisation, bringing your skills and experience in a way that honours and prayerfully cares for our kind supporters. Discover more about the role below.



Cameron

Cameron Kennedy
Supporter Care Team Leader

Key responsibilities

1. Process incoming and outgoing mail

- Meticulously open, categorise and scan incoming mail
- Prepare, print and post administrative outgoing mail
- Diligently maintain stock of stationery and resources within the office ensuring timely ordering of supplies and postage when needed

2. Process donations and thank donors

- Accurately and efficiently process donations through our supporter database (Salesforce), following procedures accurately, and improving them
- Correctly capture supporters' communication preferences and data in accordance with GDPR
- Delight our supporters by thanking them promptly but creatively for their giving and connecting with them in a relational and prayerful way*

3. Deliver warm, personable and professional communication

- Interact with supporters where a Christian viewpoint or theological understanding is expected or necessary*
- Answer supporters' emails in an approachable and accurate manner
- Write friendly cards / letters to supporters with high attention to detail
- Provide supporters with opportunities to pray for, donate and/or leave a legacy to the work of Bible translation around the world*

4. Deliver excellent customer service

- Treat all supporters with respect and dignity
- Go above and beyond to deliver excellence and joy for our supporters, modelling high levels of customer service in the team
- Being able to confidently and clearly articulate Wycliffe's Christian ethos to those making enquiries about the organisation*

5. Other responsibilities

- Participate in and occasionally lead daily staff prayer meetings*
- Speak on the phone with supporters and other members of the public to take donations, answer enquiries and pray for them*
- Carry out other duties, projects and responsibilities as required.

Person specification

Experience and knowledge of:	Essential	Desirable
General office administration, involving methodical, detail-focused, and task-oriented work		✓
Interacting with supporters, customers, or external stakeholders		✓
Previous experience or knowledge of a Customer Relationship Management (CRM) system, such as Salesforce		✓
Skills:		
High degree of personal organisation and self-management, with the ability to prioritise, multitask and work to deadlines	✓	
High level of accuracy and attention to detail	✓	
Self-starter, able to use own initiative and work independently, but also as part of a diverse team	✓	
Proven ability to maintain confidentiality and provide exceptional administrative support to teams	✓	
Competency with standard office software. We use Google tools (Gemini, Docs, Sheets etc)		✓
General:		
It is an occupational requirement of this role that you have a clear, personal commitment to the beliefs set out in our Statement of Faith and Doctrinal Position Statement. See below: Applying your Christian faith *	✓	
Right to work in the UK, and UK based	✓	
Excellent verbal and written communications	✓	
Professional manner with the ability to develop good working relationships internally and externally, while working in the office and/or remotely	✓	
Willing and able to travel as required by the role		✓

A basic DBS check may be requested in the event of a successful application.

Data protection

We take your privacy seriously and will not give your data to any other organisation for their own purposes. For more information on our privacy policy see wycliffe.org.uk/privacy.

Applying your Christian faith

The Christian faith is central and foundational to all that Wycliffe does, and in why we work, what we do, and how we work. As a result, all roles within Wycliffe are assessed as to whether they require the postholder to be a Christian who has a clear personal commitment to the beliefs set out in our Statement of Faith and Doctrinal Position Statement. Where this is found to be a legitimate and proportionate requirement, the role will carry an Occupational Requirement as per the Equality Act 2010.

This role you are applying for carries an Occupational Requirement due to the key responsibilities and person specification set out above, marked with an asterisk (*). As a result, we would expect you to:

- Commit to upholding historically accepted biblical standards of behaviour in all aspects of life as laid out in our Statement of Faith and Doctrinal Position Statement (which will be shared with you if you are invited to interview)
- Commit to [our values](#)
- Commit to prayer – we depend on God for all that we receive and all that we are able to do and achieve. No matter whether we are out and about interacting with supporters or partners, or in the office making sure the organisation continues running, we wouldn't be able to achieve it without God. So prayer is included as a regular part of our team meetings, and all members of staff at Wycliffe are expected to actively participate in, and take turns leading, staff prayer meetings held each working day
- Be able and willing to give account of a living faith in Jesus Christ within settings and contexts appropriate to day-to-day responsibilities
- Provide evidence of regular participation in the life of a local church.

As part of the application and interview process, we will be asking for supporting evidence and information so that we can consider whether you fulfil this Occupational Requirement. This may include (but isn't limited to) a reference from a church leader, an ability to articulate your Christian experience, a commitment to our Statement of Faith, Values and Doctrinal Position Statement, as well as questions to probe these areas at interview.

How to apply

To apply, visit our [careers site](#) and complete the short online application, attaching your CV and a covering letter (no more than two pages) summarising why you're applying, how you meet the person specification, and telling us about your personal Christian journey and church involvement.

About Wycliffe Bible Translators

1 in 5 people worldwide are still waiting for the Bible to be translated into the language they understand best. That's 1.5 billion people!

We are working to create a world where everyone can know Jesus through the Bible. We serve local partners worldwide as they bring God's word to their communities in the languages that speak to them best.

Find out more at wycliffe.org.uk. Read more in our [guide for potential job applicants](#) or [watch this video to see what our staff say about working here](#).

Statement of Faith

1. We believe the Bible, the inspired word of God, is completely trustworthy, speaking with supreme authority in all matters of belief and practice.
2. We believe in one God, who exists eternally in three persons, the Father, the Son, and the Holy Spirit.
3. We believe all people, being created in the image of God, have intrinsic value, but as a result of sin are alienated from God and each other, and therefore in need of reconciliation.
4. We believe that Jesus Christ, the Son of God, born of the virgin Mary, is fully God and fully human; he demonstrated God's love for sinners by suffering the penalty of death in their place, rose bodily from the dead and ascended to heaven where he intercedes for his people.
5. We believe all who repent and trust in Jesus Christ alone as Lord and Saviour are, by the grace of God, declared to be right with him, receiving forgiveness and eternal life.
6. We believe the Lord Jesus Christ will return personally in glory, raise the dead, and judge the world.
7. We believe all people will rise from the dead, those who are in Christ to enjoy eternal life with God, and those who are lost to suffer eternal separation from him.
8. We believe in the Holy Spirit who imparts new life to those who believe in Christ; through his indwelling presence and transforming power he gives assurance and equips believers for holy living and effective service.
9. We believe the Church is the body of Christ, the fellowship of all believers, and is commissioned to make disciples of all nations.