



JOB DESCRIPTION | LIVE APPEAL CALL CENTRE AGENT

1. **Official Job title:** Live Appeal Call Centre Agent
2. **Department:** Donations
3. **Responsible to:** Donations Officer
4. **Employment Type:** Casual contract
5. **Hours:** Evening shift based depending on need
6. **Dates:** Evenings of: 23 May 2017, 26 May 2017, 29 May 2017, 02 June 2017, 05 June 2017, 10 June 2017, 16 June 2017, 17 June 2017, 21 June 2017.
Please note these dates are subject to change.
7. **Salary:** £7.50 per hour
8. **Purpose:** To provide a friendly frontline service to donors by taking donations over the phone and processing them.
9. **Main tasks**
 - To provide a frontline service to donors by taking donations over the phone and processing them.
 - To maintain confidentiality in line with organisational policy in relation to service users, staff and donor sensitive information.
 - Support the Ramadan Campaign activities during busy campaign periods



PERSON SPECIFICATION | LIVE APPEAL CALL CENTRE AGENT

Qualification

- Educated to A-level Standard (essential)

Experience

- Experience in the customer service sector and an appreciation for valuing the customer (essential)
- Demonstrable experience of working in call centre/office environment. (essential)
- Demonstrable experience in processing all types of donations into a database. (desirable)

Skills

- Excellent communication and interpersonal skills (essential)
- Good organisational and effective time management skills (essential)
- Good ICT skills including software packages e.g. Word and Excel (essential)
- Strong negotiating and influential skills. (essential)
- Polite and friendly telephone manner. (essential)

Knowledge

- Knowledge of office systems and practice (essential)
- Knowledge of the Islamic community and sensitivities.(essential)
- Knowledge of the charity sector. (desirable)

Ability

- Ability to work under pressure and work on own initiative (essential)
- Ability to remain patient and courteous with customers in difficult situations. (essential)
- Ability to work effectively within a team environment (essential)
- Ability to work unsociable hours during peak campaigns. (essential)
- Ability to communicate in Arabic/Urdu/Punjabi/Bangla (desirable)
- Ability to thrive in a pressurised environment (desirable)
- Ability to learn to use new software quickly. (essential)

Commitment

- Commitment to Muntada Aid's mission, visions and values. (essential)
- Commitment to Muntada Aid's ethos. (essential)



FAQ:

1. What is a Live Appeal?

Live appeals are televised appeals asking viewers to donate to a specific cause on that specific night. Viewers will call our Live Appeal Team where we provide them with more information about the appeal, accept and process their donations. Last year we ran live appeals in Ramadan for Little Hearts, Broken Minds, Drop of Life, New Life Orphanage and Feed the Fasting.

We also ran live appeals in September for the 2016 Qurbani campaign, in December 2016 for the Aleppo emergency and our most recent one was for the East Africa Famine Crisis in March 2017.

Live appeals vary in length. They can last from a few hours during the day to overnight (approximately evening to dawn) depending on the cause and television channel.

2. What support will I get?

We will provide you with training in customer service skills and in the donation portals used by Muntada Aid.

You will also be given refresher training before the start of each live appeal. In addition, members of our Fundraising and Donations Team will be on hand throughout each Live Appeal to help you in taking donations and answering questions.

3. How does the selection process work?

If you have applied via completing the application form, we will call you for a quick assessment. If you are suitable for the role, we will inform you within a couple of days and we will confirm your training date.

4. Will I work all the dates that have been advertised?

Selection for each live appeal is based on; the broadcasting channel, the languages you speak and the number of staff required. Therefore, you might not work all the dates advertised.

5. Will I be provided transport home at the end of each appeal?

You will be required to arrange your own transport to and from our office. We advise you to plan your travel well in advance for each live appeal you will be working.

6. How does the future opportunities work?

We are looking to create a pool of candidates that we can call upon when we need to staff our Live Appeals throughout the year. This pool would allow us to have a group of individuals that we can call in response to appeals in Ramadan, Qurbani, on Eid and during emergencies.

Candidates will go through the standard recruitment and assessment process.

Successful candidates will then go into the pool. We will contact candidates ahead of live appeals to establish their availability and schedule them in.