

COURSES & DONOR RELATIONSHIPS ASSISTANT

Recruitment Brochure
September 2026

SPEAK  LIFE

Contents

Role overview	3
Intro from Glen	3

About Speak Life

About Speak Life	4
Speak Life's Distinctives	5
Our Values	7

About the Role

The impact you will have	8
The role	8
About you	10
Skills and experience	11
Where you fit into the team	12
Terms and conditions	13
How to apply for this role	13



Courses & Donor Relationships Assistant

Hours: 20 hours per week

Location: the Speak Life Studio, Eastbourne

Reports to: the Finance and Office Manager

Salary: £26,935 per annum, pro rata where the role is part-time

Closing date: 7.30am Thursday 1st October 2026

Speak Life are pioneer missionaries to a post-Christendom, digital age. Our style is bold, imaginative and disruptive, and our content seeks to be doctrinally rich, relentlessly Christ-centred, grace-filled, digitally savvy and culturally aware.

Over the last few years we have been honing our strategy to share Christ – beginning with the "Fast & Wide" of YouTube and other social media and drawing people into a more thoughtful space we call the "Slow & Deep." This is where our online course, 321, sits, and where other courses, like Through the Bible, will live. It's a place where currently 42,000 online users explore "life according to Jesus" while a thousand churches run 321 in person. And those online users are becoming in-person seekers, church-goers, and disciples. It's thrilling! And we want to see more of it—multiplying our reach in the "Fast & Wide" and our resources in the "Slow & Deep."

The PA and Speaking Coordinator will love Jesus, love his mission, and have a heart for operational excellence. Excited at the prospect of providing administrative support which will help millions hear the good news of Jesus? If so, we'd love to talk to you!

Glen Scrivener

CEO



About Speak Life

About Speak Life

Speak Life's mission is to captivate both church and world with the love of Jesus. We want to:

- Fill the church with good news for the world and point the world back to its true home in the church.
- Proclaim a faith-filled life and a liveable faith.
- Do all this at the intersection of the digital and the physical – the place where we all now live.

We've become pioneer missionaries in this digital and post-Christian world, forging a route for today's seeker from the internet's "Fast & Wide" to a digital "Slow & Deep" space, and from there to physical church. In the Fast & Wide, we engage with the largest social media platforms in the world, reaching millions each year on YouTube and Instagram.

It is in the Slow & Deep space, however, that we feel we make our most distinctive contribution. Here we offer captivating, thoughtful and Christ-centred pathways to faith that make sense in a digital age. In this space, over 42,000 people have now registered for our unique online evangelistic course 321; more than 1,200 in-person 321 courses have been hosted by churches and in the autumn we will be piloting our next Slow & Deep product. We are hearing of more and more people like Katie who recently left this message on our 321 platform: "I was struggling in my faith, falling into sin ... This course has fired up my heart for Jesus again ... It's encouraged me to dedicate my life to Christ and not the world. It has also helped me in gaining the courage to start going to church."

We make all of our digital content available free of charge. Ninety per cent of our income comes from donors and trust funds. Relationships with our supporters are therefore essential to our ministry.

The opportunity is huge, and that is why Speak Life is now preparing for growth. In this next phase, we are narrowing our focus, reorganising our team and refining our operational processes. Finding the right administratively gifted person to support our courses, such as 321, and care for donors is an essential part of this.



Speak Life Distinctives

Speak Life's distinctives are an inspiration to us. We are ...

Christ-centred and all-of-life

The doctrine of "Christ alone" is not a narrow insistence because Christ is not narrow. He's cosmic. Jesus is not a bridge we cross so that we get what we really want (other-worldly blessings). When we come to Christ, we get him, and through him we look again at the whole of life: seeing a captivating vision for God, the world and ourselves.

Evangelistic and church-facing

Following Ephesians 4:10-11, we see the work of evangelism as primarily equipping the church for her work of evangelistic service. Church is God's mission strategy for the world. Therefore, we do not turn our back on the church and strike out into the world. Instead we speak life to the church that the church might speak life to the world.

Biblical and creative

There is no trade-off between biblical faithfulness and creativity. The Bible is creative. Profoundly so. To be biblical is to tell the Jesus story in compelling and captivating ways (just like the Scriptures do it).

Weird and welcoming

We do not so much believe in "stepping stones" from the non-Christian world to the Christian. We don't try to persuade by being similar to the world; we persuade by throwing open the doors of our distinctively strange Christian house and saying, "Come inside. It might look weird, but you're very welcome. In time we trust you'll see an internal logic and beauty to the whole thing."

Proclaimers and story-tellers

Being creative is not the 'softly, softly' approach in evangelism. We don't really do 'softly, softly.' Actually, storytelling is the most uni-directional form of communication. If I immerse you in a story, I don't just take the moral or intellectual high ground; I take all the ground. I surround you with a whole new world and say, 'Look again!'



Thoughtful and heart-driven

We believe strongly that Jesus answers the questions of the most serious intellectual. We are committed to giving “reasons for the hope we have” (1 Peter 3:15). But we’re also convinced that humans are heart-led creatures. As Ashley Null has said: “What the heart loves, the will chooses and the mind justifies.” Without a heart-captivating vision, no one changes their mind.

Evangelistic and pastoral

Evangelism is pastoring non-Christians. Pastoral care is evangelising Christians. We must never divorce the seeking of lost sheep from the shepherding and protection of them. Instead we evangelise the people of God with the good news of Jesus, and we pastor our friends and neighbours, pointing them to the Good Shepherd. Evangelism and pastoral care are the very best of friends.

Urgent and at peace

All is lost apart from Christ, so we implore the world: “Be reconciled to God!” (2 Cor. 5:20). At the same time we do so as those who are new creations (2 Cor. 5:17). We ourselves are at peace and reconciled (2 Cor 5:18-19). We are not guilted into evangelism; instead, we are liberated when we see the goodness and power of the good news. We want believers feeling they want to share Jesus, not simply that they ought to.

Confessional and ecumenical

We know what we think — coming from a reformed evangelical context, firmly anchored in the solas of the Reformation (Christ alone, Grace alone, Faith alone, Scripture alone, God’s glory alone). But we also work broadly within UK evangelicalism and beyond.

Ancient and modern

Too much of what passes for theological conservatism is really social conservatism and fear of the new. Conservatives seem happy to use ‘modern media’ as long as it’s the ‘modern media’ used by their heroes from another century. But just as Luther made use of the new technology (printing) and birthed a reformation, we want to use the media of our day to unleash the good news on a desperately needy world.



So what does this look like? It looks like engaging with culture and seeing everything through the lens of Jesus. It looks like being welcoming and gracious with both seekers and believers. It looks like having hearts full of love for Jesus so that it spills out to others, helping them to fall in love with Jesus too, not because of what He can do for them but because of his extraordinary love for them.

Our Values

Grounded Faith

We earth our Christian faith in our everyday work. We centre ourselves on Jesus when thinking, speaking, acting and praying.

Competitive esteem

We love one another as image bearers of Christ. We outdo one another in showing honour in all things.

Gracious Reflection

We are accountable to one another in grace and humility. We are teachable and seek to learn at every opportunity.

Planned spontaneity

We build in time and space to increase creativity. We are nimble in response to the changing world around us.

Excellent iteration

We are active improvers, clear-eyed about what we've produced. We always seek to give our best offering to the Lord.



About the Role

The impact you will have

Providing core administrative support to users and hosts accessing our courses platform and ChurchFinder tool, you will ensure all participants, either online or in-person, receive excellent and timely assistance.

You will also help with the development and delivery of our gratitude and retention plan. This will provide exceptional donor care and communications to those who already support our work and ensure our donors are thanked and kept engaged.

You will combine excellent administration with relational warmth, helping users and donors feel valued, informed and connected to the impact of the charity's work.

The Role

- Accurate and timely administration of Speak Life courses.
- High-quality communication with online users and course hosts.
- Consistent stewardship of donors' generosity.
- Strong donor retention and engagement.
- Accurate Customer Relationship Management information.
- Timely completion of follow-up actions.
- Positive feedback from partners, participants and donors.
- Continuous improvement in administrative and engagement processes.

This means your tasks will include

1. Course Administration

- Provide day-to-day administrative support for Speak Life courses.
- Co-ordinate and encourage team prayer for online users and course hosts.
- Maintain accurate records of users, churches, organisations & course activity.
- Coordinate host information and enquiries.
- Support communication with online users and course hosts.
- Maintain course information, resources and distribution records.
- Process requests from churches to appear on the ChurchFinder
- Monitor participation, produce monthly metrics and assist with follow-up where appropriate.
- Ensure course information and records remain accurate and up to date.
- Evaluate and record course feedback and testimonials
- Provide reports and information to Product Managers as needed, to inform future course developments.
- Identify administrative improvements that make the course easier to access and deliver.



2. Partner Support and Engagement

- Maintain regular communication with giving partners.
- Support the development of partner journeys from initial contact through ongoing engagement.
- Respond to giving enquiries promptly and professionally.
- Improve team awareness of and prayer for donors.
- Provide administrative support for our partner prayer calls, Intensives and occasional one-off events.
- Ensure donors receive relevant resources, updates and information.
- Maintain accurate records of donor activity and engagement.
- Coordinate donor communications and campaigns, in collaboration with the Communications Manager and Finance and Office Manager.
- Monitor partner engagement and identify opportunities for deeper relationships.
- Assist in gathering feedback and identifying partner needs.

3. Donor Stewardship and Retention

The role will have responsibility for donors giving under £5,000 annually.

- Ensure donors receive appropriate acknowledgement and thanks.
- Support regular donor communications and stewardship activity.
- Maintain accurate donor records.
- Monitor donor engagement and giving patterns.
- Identify donors requiring follow-up or additional communication.
- Assist with donor retention initiatives.
- Support personalised communication where appropriate.
- Help donors understand the impact of their giving.
- Coordinate donor updates, thank-you communications and impact stories.
- Support campaigns designed to encourage ongoing engagement and regular giving.
- Work closely with fundraising and finance colleagues to ensure donor information is accurate.

4. Data and Administration

- Maintain accurate Customer Relationship Management and database records.
- Process and update information in accordance with data protection requirements.
- Produce basic reports on course participation, partner engagement and donor activity.
- Maintain accurate records of communications and follow-ups.
- Support data cleansing and quality control processes.
- Ensure confidential donor and partner information is handled appropriately.



5. Team Support

- Support events, ministry activities and projects when required.
- Assist with projects that improve partner and donor experience.
- Contribute ideas for improving systems, processes and communications.

6. Shared Organisational Expectations

- Uphold the charity's mission, values and policies.
- Maintain high standards of integrity, confidentiality and professionalism.
- Comply with relevant safeguarding, GDPR, Health & Safety and organisational policies.
- Work collaboratively across departments.
- Treat beneficiaries, donors, partners, volunteers and colleagues with dignity and respect.
- Participate in appropriate training, supervision and development.
- Contribute positively to the culture and effectiveness of the organisation.
- Be willing to undertake other duties you might reasonably be asked to do.

About you

We are looking for a Courses & Donor Relationships Assistant who:

- Is passionate about supporter care and stewardship.
- Is positive and solution-focused.
- Is diligent and methodical in their approach to tasks.
- Wants to build ongoing relationships and improve donor awareness.
- Follows through on actions.
- Has ideas for improving systems, processes and communications.
- Has excellent written and oral communication skills, with an ability to communicate warmly and professionally.
- Has good IT literacy, including database management.
- Is whole-hearted in their commitment to Speak Life's mission and enthused by our values.
- Is an active Christian seeking to live a life of faithfulness.



The skills and experience we are looking for in the Courses & Donor Relationships Assistant :

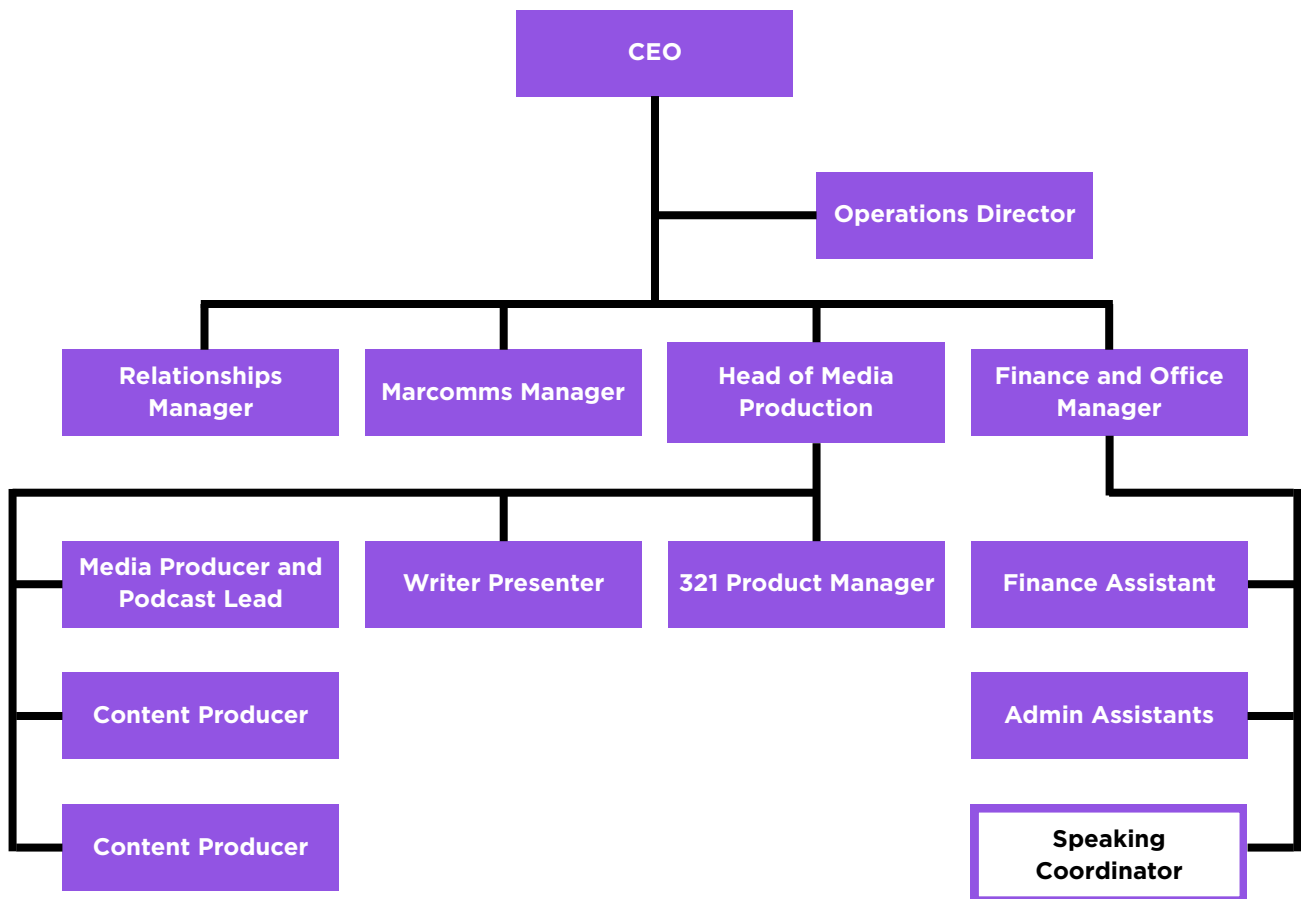
Skill/Experience	Essential	Desirable
Experience working in administration, customer service or supporter care.	✓	
Experience developing supporter pathways or journeys.		✓
Excellent interpersonal skills, with experience communicating with a range of stakeholders.	✓	
Relational and people-focused.	✓	
Strong administrative and organisational skills.	✓	
Excellent written and oral communication skills.	✓	
Excellent attention to detail.	✓	
Strong time-management and prioritisation skills.	✓	
Positive demeanour and solution-focused.	✓	
Ability to work calmly and effectively under pressure.	✓	
Flexibility, with a willingness to respond proactively to changing priorities.	✓	
Experience of accurate data entry	✓	
Experience of donor stewardship or fundraising programmes.		✓
Experience within a charity, church or ministry.		✓
Experience managing data within a CRM system	✓	
Knowledge of ChurchSuite, Click-Up and Google Drive		✓
Understanding of safeguarding, data protection and confidentiality.	✓	



Where you fit into the team

You will work as part of the Ministry Support Team, reporting to the Finance and Office Manager.

Speak Life organisation map



Ministry Support Team

The Ministry Support Team underpins the charity, covering a range of work including finance, Health & Safety, safeguarding, the office building and its facilities, supporter engagement and communications, technical and administrative support.



Terms and Conditions

Salary: £26,935 per annum, pro rata where the role is part-time

Hours: 20 hours per week.

Location: the Speak Life Studio, Eastbourne.

Holiday entitlement: 29 days plus bank holidays.

Pension: a contributory pension scheme with a minimum employee contribution of 3%. Speak Life contributes 5% of qualifying earnings.

Other benefits: long service leave; life assurance of 4 times salary; employee assistance programme including virtual GP; financial coaching funded by Speak Life.

Occupational Requirement

Since Speak Life is a Christian charity which sets out to love Jesus and share Jesus, this post is covered by an Occupational Requirement under Part 1 of Schedule 9 to the Equality Act 2010. The successful candidate will be a practising Christian with a personal commitment to our Doctrinal Basis, active participation in a local church and a readiness to take part in prayer and worship with the Speak Life team.

How to apply for this role

If you would like to apply for this role, please follow this [link](#). You will be asked to submit a CV outlining your career history to date and to write a piece outlining how you meet the person specification and your reasons for applying.

Applications close at 7.30 am on 1st October and we will shortlist candidates on or before 7th October. The first stage interviews will take place in person in Eastbourne on Wednesday 14th October.

If you would like to discuss the role, please contact Emily Lynch at emily@speaklife.org.uk or call 01323 725 231.

Looking for full-time work?

We currently have two part-time roles available within our Ministry Support Team: **PA & Speaking Coordinator** and **Courses & Donor Relationships Assistant**. Both roles require an administratively gifted applicant, and therefore could be combined to make a full-time (37.5 hours* per week) position for the right person.

*How does 20+20=37.5?

Separately, each role is 20 hours per week. However, due to a minimum of 2.5 hours of combined meetings a week (such as Monday Bible study) and other regular meetings and training, this time could be reduced to create a combined role of 37.5 hours per week.

