

## Fundraising Call Centre Shift Leader role

Stratcom UK offers over 25 years of UK and international experience specialising in supporter research, supporter engagement, individual giving & legacy fundraising, and campaigning. We deliver the highest quality, truly engaging, supporter interactions through digital and telephone campaigns and achieve some of, if not the best, fundraising results in the sector.

We are currently seeking an experienced call centre shift leader to join our growing business.

### Details:

**Hours:**

Between 12:00 – 20:30, Monday – Friday

**Contracted hours:**

Between 21 – 37.5 hours  
(flexible to suit the right candidate).

**Salary:**

£29,000 per annum fulltime, pro rata'd for part time hours

**Location:**

Work from home

### Nature of Work:

As Shift Leader, you will be responsible for the smooth operation of shifts in our virtual UK Office, ensuring both individual Fundraisers and the team as a whole meet call centre and campaign KPIs. This includes overseeing Fundraisers (Call Centre Agents) to ensure they are working according to policies, processes and procedures (alongside QA, training and coaching support staff). You will be a great motivator and play a crucial role in maintaining a supportive, positive and energetic culture.

Shift Leaders must be tech savvy and solutions driven, helping to maintain efficiencies and troubleshooting issues during shifts to minimize downtime. You will be responsible for running reports, data entry and providing anecdotal campaign/team feedback at the end of shifts, for which good attention to detail is a must.

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[stratcomuk.com](https://stratcomuk.com)

Shift leaders have good communication skills, carry out their work in a positive, fair and professional manner and use good judgment in supporting Call Centre staff and programs.

## Hours

It is most important that we find the right person. If you can only commit to 21 hours per week, need a full-time role, or somewhere in between please speak to us: if you are the right candidate, we will aim to tailor the hours to suit you. Some evening hours will be required though.

The call centre currently operates 12:00 pm to 8:30 pm, Monday – Friday.

**Reporting to:** Contact Centre Performance Manager (UK)

## Example Duties:

### Monitoring of shift/staff:

- Overseeing Fundraisers (tracking attendance, monitoring break times, maximizing caller efficiency, etc.).
- Monitoring program and individual results, flagging areas of concern.
- Deploying incentives, games and skills sharing sessions.
- Celebrating successes and providing encouragement and performance updates.
- Addressing and reporting problems and incidents to call centre Management including interpersonal conflict, inappropriate work conduct, etc.
- Ensuring all donations are secured through best practice and supporting agents in this delivery.

### Technical/workstation:

- Campaign allocations at the start of shifts.
- Managing the dialer to maintain efficiency.
- Troubleshooting and reporting individual Fundraiser issues with the call platform, computer, router, headset or dialer problems as well as other computer glitches.
- Completing the shift reporting and attendance reports daily.
- Liaising with the tech department to ensure deeper tech issues are understood and being addressed.

## Reporting/Admin:

- Ensuring internal reports are completed accurately and sent at the appropriate time.
- Tracking daily attendance of callers including recording/reporting/following up on reasons for attendance infractions.
- Ongoing correspondence with UK Contact Centre Performance Manager.

## Other Duties:

- Handling donor complaints.
- Having a working knowledge of existing clients and programs.
- Providing callers resources such as available scripts, program information, callback programs, access to vacation pay slips, etc.
- Conduct 1-2-1's with the Fundraising team to motivate and encourage performance and best practice.

## Employment Requirements:

- Prior proven and demonstratable experience as a team leader in a Contact Centre environment.
- Strong interpersonal skills: Must be a team leader, motivator and problem-solver.
- Ability to stay patient and maintain composure during challenging caller interactions.
- Excellent attention to detail, quick and accurate data entry skills, able to generate reports with a high degree of accuracy and implement detailed instructions from management or tech.
- Demonstrated ability to work collaboratively in a team environment with diverse personalities.
- A demonstrated aptitude and proficiency with computers and computer programs, especially within a Windows environment, including Microsoft Word, Outlook, Excel, Windows Explorer, Internet Applications.
- Good math skills, relevant to the position.

## How to Apply

Please email [stephen.morrissey@stratcomuk.com](mailto:stephen.morrissey@stratcomuk.com) to explain why would you like the job and to outline your relevant skills/experience.