

# Regional Operations Coordinator

## ABOUT GENEROSITY PATH

Generosity Path (GP) exists to see hearts fully surrendered to Jesus through radical generosity. Over the next four years (by the end of 2027), we want to spark indigenous movements of generosity in every tribe and nation – a first step towards our greater vision to see a world healed through generosity.

Our primary tool to achieve this is the Journey of Generosity (JOG), a simple, interactive experience that creates a space for people to have conversations about faith, life and money. To date, we have brought together tens of thousands of givers in more than 100 countries across the globe.

Since we are fully and privately funded, we are able to create safe and inspiring environments for people to share without any concern that there will be an appeal for funds.

At GP, there is a Genuine Occupational Requirement for all team members to be practising Christians. We work hard at growing and sustaining healthy working relationships amongst our team of 29 remote workers, and due to our flourishing culture, we are a certified Best Christian Workplace.



We love that our GP team come from all over the world and speak numerous languages. Please be aware that within our organisation the common language is English.

## ABOUT THE ROLE

The Regional Operations Coordinator (ROC) works with the Regional Director (RD) in implementing the strategies for growing Generosity Path's presence and impact in the region. This is a pro-active role primarily achieved through relationship building to manage and develop partnerships, providing support and guidance to hosts and key contacts in their region, and using reporting tools to analyse trends and monitor progress to ensure that hosts are empowered and equipped.

**Reports To:** The Regional Operations & Project Manager

**Hours/week:** 5 days per week (full-time)

**This Position is:** Freelance/contractor working from home

**Travel:** This position will require a small amount of international travel

## YOUR RESPONSIBILITIES & DUTIES

- Support the RD in the delivery of the strategy for the region, being informed and prepared to contribute to discussions.
- Provide support to the RD in researching potential partners.
- Recruit, train, equip and follow-up partners, hosts and key contacts with all they need to:
  - Roll out the Journey of Generosity (JOGs) and Giving Groups.
  - Provide support for those using the online platform and those using a non-internet-based process for JOG registration.
- Support the process of onboarding a new partnership/catalyst. Ensure that all information is stored and updated on our CRM (HubSpot or equivalent system). Hold regular meetings, setting expectations and milestones (minutes to be held on the corporate system: Box).

- Maintain and grow a generosity community with networks of churches and Christian organizations in the region.
- Ensure data validation –reviewing the online platform reports and in contexts where the online platform is not used ensure the timely accurate uploading of data in the correct format. Provide training and support to ensure the most efficient processes are employed.
- Analyse data and feedback to look for trends to ensure partners and hosts are supported throughout the customer journey.
- Ensure all policies and processes are correctly conducted (e.g GDPR etc).
- Use the corporate project management system (Asana or equivalent) to ensure the regional overview is kept up to date, with details of actions per country being clearly identified and managed.
- Ensure all email enquiries (currently the organisation uses Outlook) receive thoughtful responses within 24 business hours, taking the initiative so that they never need to 'follow-up' with us to check on the status of their request.
- Track whether there is a need for new language to be translated and inform your line manager.
- Review and monitor survey data.
- To provide regional support and liaison with the Product and Marketing team regarding promotional sales materials and social media platforms.
- Attend all relevant meetings and the weekly prayer call.
- Be pro-active and willing to attend training and maintain continued professional development.

## **YOUR PROFESSIONAL PROFILE**

### **Essential**

- Excellent written and oral fluency in English.
- Strong communication and relationship-building skills.
- Proven ability to work effectively in a cross-cultural environment.
- Comfortable working from home most of the time.
- Willingness to travel globally.
- Language requirements:

#### **SOUTH-EAST & EAST ASIA & OCEANIA**

- Language requirement: Any of the following are beneficial but not essential: Indonesian, Thai, Mandarin, Korean, Japanese.
- Currently we are exploring opportunities with nations that speak the above languages, but this is at an early stage.

#### **MIDDLE EAST & NORTH AFRICA (MENA)**

- Language requirement: Arabic
- Arabic is the most widely spoken language of the MENA region, growth is being seen here through partnerships.

#### **SUB SAHARAN AFRICA (SSA)**

- Language requirement: African French
- Approx 50% of Africa is French speaking, and the organisation is growing in East Africa. Opportunities are also growing with African French speaking communities in Europe.

### **YOUR PERSONAL PROFILE**

- **GENEROUS:** a strong commitment to the Generosity Path mission & values.
- **CHRISTIAN FAITH:** a vibrant and active Christian faith; this is essential for the credibility and performance of this role and the ability to engage people in faith issues specifically regarding generosity.
- **AUTONOMOUS:** able to work from own initiative in disciplined manner.
- **CRITICAL THINKER:** able to use both qualitative and quantitative data in decision-making and problem solving.
- **EMOTIONALLY INTELLIGENT:** aware of who you are and how to adapt when part of a team
- **HUNGRY:** to grow in your faith, career and personal development, and to grow others in these areas.
- **GLOBAL PERSPECTIVE:** excited by cultural and contextual difference.

### **YOUR NEXT STEPS**

**For more information please contact:** Lucy McDonald: [lucy@generositypath.org](mailto:lucy@generositypath.org)

**To apply:** Please send your CV, a cover letter and a statement of faith to Lucy.