Open Doors®

SUPPORTER EXPERIENCE LEAD

- Full-time | Sydney-based
- Use your skills and experience to make an impact for the persecuted Church

WHY OPEN DOORS?

In Christ, we strengthen the most persecuted. We connect the Australian and New Zealand Church with their persecuted family to deepen one another's discipleship journey. When you work with us, you'll get the chance to strengthen the faith of persecuted Christians, even in the most dangerous places.

We asked our people their thoughts on working with Open Doors and here's what they had to say:

- *"Working for Open Doors means being challenged and encouraged in your faith every day! It's a privilege to be in a job that helps strengthen the global body of Christ."*
- *"Seeing and hearing real stories of persecution has forced me to see my walk with Christ in a new way."*
- *"It is such a joy to know that I'm using the gifts that God has given me to help serve those who need to be served."*

Working with us also provides the opportunity to be a part of regular team devotions, access to Christian counselling, visiting our work in the field, as well as coming together for bi-annual team days for fellowship, prayer, and worship.

OUR IMPACT

Last year, our work at Open Doors helped **9,553,640 persecuted Christians** across the globe, providing:

- 542,813 people with advocacy,
- 5,766,757 people with biblical training,
- 2,531,985 people with Bibles and Christian literature,
- 176,405 people with emergency relief, and
- 535,680 people with socio-economic support.

As a respected and growing ministry supporting persecuted Christians in more than 70 countries, we are a leading voice on Christian persecution and a trusted partner in building a mature and unified global Church. We're excited to welcome someone who shares our values and mission.

ABOUT THE ROLE

The Supporter Experience Lead combines hands-on supporter service with strategic leadership of process, system, and service improvements. Working closely with the Supporter Experience team, the role strengthens supporters' connection, prayer, and giving for the persecuted Church by improving supporter journeys, leading projects that reduce friction, increasing data quality, and building sustainable team capacity through process redesign, automation, and appropriate use of AI.

Approximately 50% of the role is dedicated to optimisation, CRM, automation, AI, and strategic improvement projects; 10% to inbound and outbound supporter phone contact; and up to 40% to administration, inbox enquiries, mailing, and shared operational responsibilities. The allocation may flex during peak periods while protecting capacity for improvement work. This is a full-time, Sydney-based role reporting to the Executive Director: Supporter Experience.

KEY RESPONSIBILITIES

- Provide empathetic, efficient, and reliable supporter service by phone and email, contribute to outbound calling and operational tasks, and assist colleagues with complex enquiries,
- Maintain a prioritised improvement pipeline, map processes, identify root causes, and lead practical changes through discovery, testing, implementation, documentation, training, and review,

- Act as the primary Supporter Experience contact for Salesforce and related systems, triaging issues, documenting requirements, and coordinating solutions with relevant internal teams and external specialists,
- Improve case management, routing, reporting, supporter records, data quality, and system use, including coordinating user acceptance testing before release,
- Identify and pilot approved automation and AI opportunities while maintaining appropriate human judgement and meeting privacy, security, risk, and governance requirements,
- Lead cross-functional projects, define scope and success measures, facilitate stakeholder agreement, communicate progress and risks, and support sustained adoption, and
- Develop reporting on service performance, enquiry, and complaint themes, process friction and realised benefits, and maintain current procedures, guides, scripts, and decision records.

SKILLS AND EXPERIENCE

For this role, we are seeking the following:

Essential

- Demonstrated experience in process improvement, service operations, CRM administration, business analysis, or project delivery,
- Demonstrated experience using Salesforce or a comparable CRM to support service operations, reporting, process improvement, and the translation of operational needs into clear system requirements,
- Experience leading or facilitating projects and change through influence, without relying on formal authority,
- Excellent supporter or customer service skills, including empathy, rapport-building, and confidence on the phone,
- Efficiency and effectiveness in managing tasks and administrative work
- Ability to analyse operational problems, identify root causes, and design practical, scalable solutions,
- Strong stakeholder management, facilitation, written communication and documentation skills,
- Confidence using data and reporting to prioritise work, measure outcomes, and support decisions, and
- Strong organisation, prioritisation, and follow-through, balancing frontline delivery with strategic project responsibility

Desirable

- Relevant tertiary qualifications or equivalent experience in service operations, process improvement, business analysis, project delivery, or a related discipline,
- Practical understanding of automation and AI opportunities, risks, and governance in a service environment,
- Fundraising experience working within the Not-for-Profit sector, and
- Experience with a call centre or service delivery environment.

JOIN US

If you enjoy supporter service, strategic improvement projects, and working with a team and want to use those skills in service of the global persecuted Church, we'd love to hear from you!

To apply for the position, please submit your resume (maximum 3 pages) and cover letter to peopleandculture@od.org.au.

Applications close at 11:59 p.m. Tuesday, 17 November 2026.
We're flexible with timing, but ideally, we're seeking someone who can begin in January 2027.