



Gloucestershire
Wildlife Trust

Job description

Support Development Assistant

We now have an opportunity for an enthusiastic and organised individual to join the fundraising team as a Supporter Development Assistant to provide administrative support to our supporter programmes. The ideal person will be able to demonstrate a range of administrative skills and have some supporter care experience. You will possess good organisation skills, and an ability to work well in a team. Join our team of dedicated and passionate fundraisers and make a difference to wildlife in our county.

Salary: £22,500 - £24,500

Term: Permanent Full time

Responsible to: Head of Support Development

Liaison with: Members, volunteers, general public, other members of the External Relations team

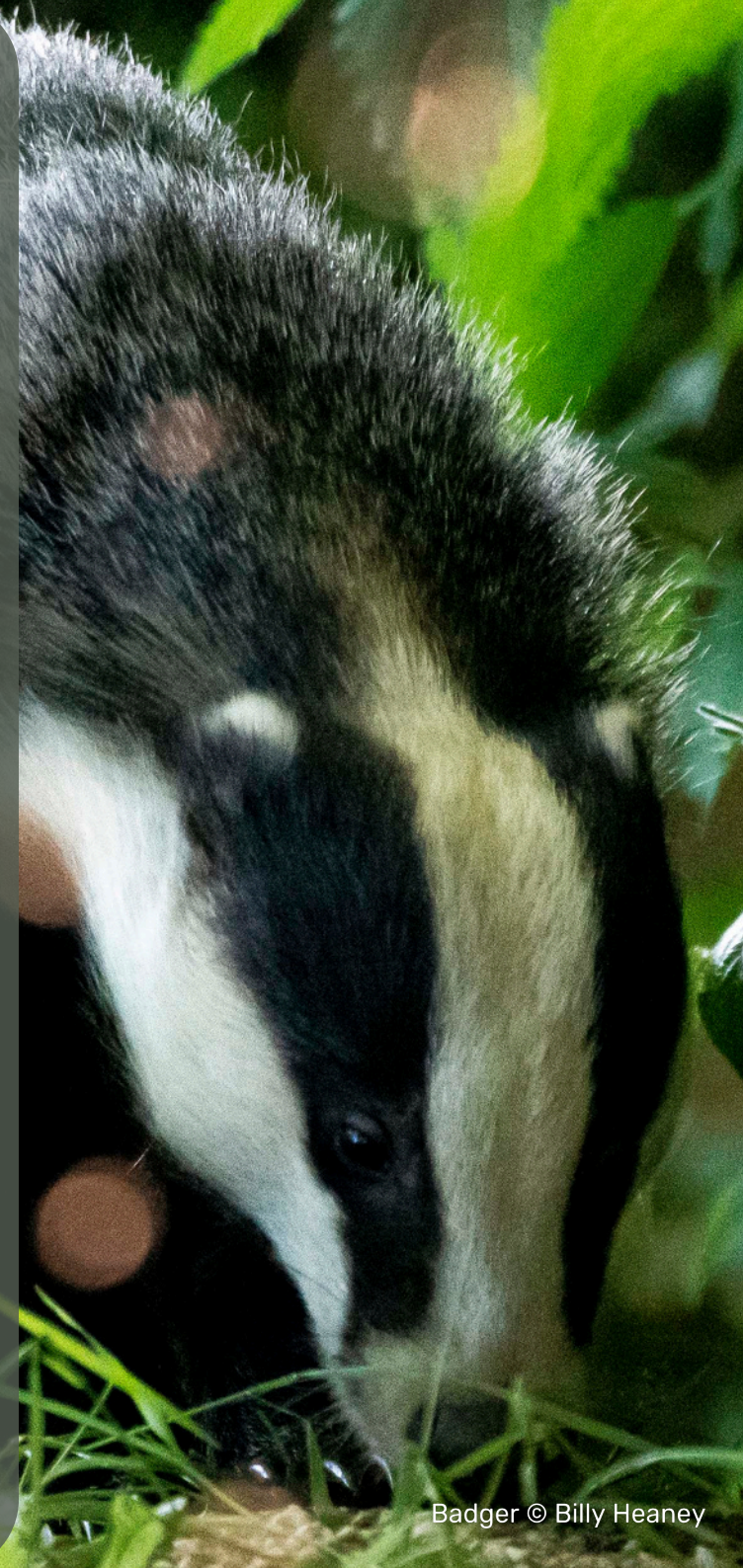




Gloucestershire
Wildlife Trust

Introduction to the role

This is a key role within the Supporter Development team at Gloucestershire Wildlife Trust, providing administrative support to the membership and fundraising programmes. Member and supporter contributions are an important funding stream, allowing the Trust to carry on its vital conservation work across the county. The role sits within the Engagement and Fundraising Team and reports to the Head of Supporter Development who oversees membership and fundraising at GWT.





Gloucestershire
Wildlife Trust

Introducing Gloucestershire Wildlife Trust

We are Gloucestershire Wildlife Trust – the largest membership organisation in the county dedicated to local wildlife. We own and manage more than 60 nature reserves across the county, all of which offer free access for visitors. 28,000 members in Gloucestershire support our work, with hundreds regularly volunteering time and commitment.

Our mission is a simple one – to value nature. Our ambition is to restore, recreate and reconnect Gloucestershire's wild places. We want everyone in Gloucestershire to value, enjoy and share the natural world.

Our priorities are outlined in our Strategic Plan: Wild Places, Natural Solutions - <http://www.gloucestershirowildlifetrust.co.uk/about-us/who-we-are/strategic-plan>

Our vision is ambitious, but we believe we can deliver it by:

- Creating bigger, better, more connected wild places where people and wildlife can thrive
- Inspiring more people and communities to take action for wildlife
- Leading on 'natural solutions'; championing the value of what wildlife can do for us
- Growing our resources, influence and reach to shape a strong, resilient organisation

Gloucestershire Wildlife Trust manages over 2,500 acres of land, from wetlands in the Severn Vale and heathland in the Forest of Dean, to limestone grasslands in the Cotswolds and a large ancient woodland at Lower Woods in South Gloucestershire. In addition to our community programmes, we have a vibrant programme of work outside our reserves, supporting farmers and landowners to deliver bigger, better and more connected landscapes where wildlife can thrive.

Gloucestershire Wildlife Trust expects its staff, paid and unpaid, to carry out their duties in a way which consistently exceeds the regulations and expectations of society at large in matters ethical and environmental. The Trust will ensure that its staff receives appropriate training and development opportunities based on a documented personal annual appraisal.



Gloucestershire
Wildlife Trust

Gloucestershire Wildlife Trust's values

Our values reflect each of us being:

A CARING COLLEAGUE – supportive and honest

Behaviours: We are considerate, honest and fair. We make time for each other and actively listen to others concerns or barriers before responding and finding solutions together.

ROOTED IN OUR COMMUNITIES – making nature inclusive

Behaviours: We respect each other's views and recognise and value our different backgrounds and lived experiences.

CHAMPIONS FOR WILDLIFE – passionate and pioneering for nature's recovery

Behaviours: We have an urgency for action. We are open to new ideas, encouraged to take risks together, finding creative solutions and learning from our mistakes.

Outline of main responsibilities

- Administer supporter data, including financial transactions, membership processing and maintaining key data processing processes.
- Ensure information on the supporter database is in keeping with Trust standards and raise any issues of inconsistency.
- Deal promptly and appropriately with telephone, email and written enquiries from supporters and members of the public.
- Undertake and manage administrative processes to generate supporter letters to be mailed at appropriate times.
- Assist in ongoing campaigns to supporter income and provide back office support.
- Assist the Supporter Development Officer with supporter retention activities.
- Provide administrative support to our fundraising team, maintaining up to date records.
- Monitor and assist with the packing and distribution of supporter materials and other supporter mailings.
- Support the organisation with CRM database needs and uploads.
- Keep appropriate supporter and financial records for auditing purposes.
- Adhere to customer service standards for dealing with supporters and members of the public.
- Carry out other duties from time to time as required by the wider fundraising team.

Outline of main responsibilities

Office, training and personnel

- Report monthly to the Supporter Development Officer on administrative issues and workload priorities.
- Receive telephone calls, take messages on behalf of colleagues and return calls promptly or deal with as appropriate.
- Report any key issues which may impact on other departments or affect safe working practices.
- Minimise filing backlogs and prioritise workload to meet targets.
- Attend appropriate training courses to improve work effectiveness as agreed with the Head of Supporter Development.

Outline of main responsibilities

Liaison, Marketing and recruitment

- Maximise opportunities for promoting the Trust to a wide range of audiences
- Ensure compliance with current data protection legislation in accordance with GWT policies and procedures

Tools, equipment, vehicles and materials

- Report any faults or deficiencies in financial or information systems to the Head of Supporter Development
- Keep the Head of Supporter Development advised of future developments and requirements for equipment.

General

- Carry out other duties from time to time as required by the Head of Supporter Development or Director of Engagement and Fundraising.
- Be proactive in supporting other members of the Fundraising Team.
- Present a friendly, professional, confident and tidy appearance.



Person Specification

Experience and knowledge:

Essential:

- Experience of supporter care
- Experience of using CRM systems
- Excellent organisational skills and the ability to manage a varied workload
- Experience working in an administrative capacity
- Experience of data manipulation in Excel

Desirable:

- Previous charity fundraising experience
- Data protection and confidentiality in relation to data handling
- Fundraising best practice and code of conduct
- Degree of initiative and self-reliance and the ability to work independently and prioritise effectively and manage work under pressure





Person Specification

Skills:

- Good written and verbal communication skills
- Good administrative skills
- A strong eye for detail and accuracy
- Excellent telephone manner

Qualities:

- Enthusiasm to learn and for making improvements and efficiencies in existing processes
- Confident, outgoing, positive self-starter
- Enthusiasm, motivation and dedication
- Passionate about the importance of wildlife and the natural environment.





Terms of Employment

This is a permanent full-time post (35 hours per week) and is subject to a six-month probationary period. Due to the nature of the Trust's work, occasional evening or weekend work may be necessary for which time off in lieu is given.

We offer a rounded benefits package to include life insurance of three times salary, a contributory pension scheme with generous employer contributions and an employee assistance programme. The postholder is entitled to 21 days paid leave per year pro rata (rising to 30 days through service) in addition to public holidays and Christmas closing period as well as two volunteering days. Other discounts and benefits are available too.

Our office facilities are at Robinswood Hill Country Park in Gloucester. This role will require regular travel to GWT offices and sites around the county on occasion.

It is the nature of the work of Gloucestershire Wildlife Trust that tasks and responsibilities are, in many circumstances unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks that are not specifically covered in the Job Description are undertaken, including providing cover for absent staff in order to maintain organisational effectiveness.

As part of its commitment to investing in its people, GWT trains and supports its staff in the delivery of their duties. Advice will be given in drawing up a personal development plan and all suggestions considered according to resources available and the over-riding priorities of the Trust. An appraisal process is carried out every year.

The post holder will be consulted by the Chief Executive prior to any proposed major changes to duties and responsibilities and reasonable notice will be given before implementation.



Gloucestershire
Wildlife Trust

Equality, Diversity and Inclusion

Gloucestershire Wildlife Trust is committed to encouraging equality, diversity and inclusion among its workforce, and eliminating unlawful discrimination, harassment and victimisation. The Trust's policy is to provide equality, fairness and respect for all staff, whether temporary, part-time or full-time; ensure no unlawful discrimination against the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation; and to oppose and avoid all forms of unlawful discrimination. A full copy of the policy is available on request.





Gloucestershire
Wildlife Trust

How to apply

To make an application, please complete an online application form on our website by midnight on Sunday 28 July 2024

Interviews will be held Wednesday 7 August 2024.

Thank you for your interest in this position and we look forward to receiving your application.

