

# Essex Wildlife Trust

## Job Description and Person Specification



**Job title:** Membership Officer

**Location:** Abbotts Hall

**Reports to:** Membership Development Manager

### Job Purpose

Essex Wildlife Trust is the county's leading conservation charity, committed to protecting wildlife and inspiring a lifelong love of nature. By 2030 we will ensure 30% of land and sea in Essex is actively managed for nature's recovery and inspire 1 in 4 people in Essex to take action for wildlife. The Fundraising Team is integral to delivering the Trust's strategy by generating income to fund our conservation and engagement work and growing wildlife supporters.

It's an exciting time to join Essex Wildlife Trust - we already have a strong supporter base but also huge potential for growth. There are projects underway to improve our membership experience and develop other methods of support, including a new CRM system to help deliver our potential.

The Membership Officer will be responsible for the effective, smooth running of our membership function and support membership development that inspires more to join, engage and continue their support. This role sits in the Membership Team and works closely with colleagues in the wider Fundraising Team.

This role is well suited to a candidate with experience in operations who is organised, solution-focused and motivated by introducing and improving systems and processes.

### Key Tasks

#### To ensure the effective running of membership

- Oversee the day-to-day operations of the Trust's membership function.
- Line manage Membership Assistants, supporting continual improvement in team performance and individual development.
- Be responsible for quality control of membership processes, putting in place ways to effectively monitor and proactively spot issues.
- Work with the Membership Team to review and make recommendations for new or improved membership processes and operations.
- Work with the wider Fundraising Team to review and make recommendations for new or improved supporter, donor and financial processes and operations.
- Work with the CRM Officer to ensure compliance with new fundraising regulations, GDPR, and other appropriate industry standards across the wider Fundraising Team.
- Be able to carry out all membership-related functions including, but not limited to, creating new or updating memberships, running HMRC Gift Aid claims and reports, and processing direct debit claims.

#### To support membership development

Work closely with the Membership Development Manager and Supporter Development Officer to:

- Deliver membership retention activities (e.g. membership welcome calls, anniversary events, Gift Aid uplift etc.)
- Encourage a culture of membership across the whole organisation.
- Work effectively with colleagues across the Trust and demonstrate the values of being Impactful, Collaborative, United and Proactive.

## **Knowledge and Skills**

- Hold GCSE's in Maths and English A-C/9-4 or equivalent.
- Experience in charity fundraising or a membership organisation.
- Experience in people management.
- Experience introducing and improving processes or managing operations.
- Excellent administrative and organisational skills with the ability to manage multiple requests.
- Excellent attention to detail.
- A proven track record of being proactive, solution focused and taking initiative.
- Good knowledge of data privacy principles and the GDPR/Data Protection Act 2018.
- Proficient IT skills (Microsoft 365 environment).
- Able to work effectively with others.
- Experience using CRM systems (Desirable).

## **Additional Information**

- The post holder will be subject to a Basic DBS check.
- The role may entail some evening and weekend working.
- The role requires an interest in working for a charity that is determined to protect wildlife for the future and for the people of Essex.
- The role is based at Great Wigborough, Essex, but may require regular travel across the county and beyond, with mileage paid for additional travel.

## **Disability Confident Statement**

As a Disability Confident employer, we are committed to offering an interview to anyone with a disability that meets all the essential criteria for the post. Please let us know if you require any adjustments to make our recruitment process more accessible.