

Essex Wildlife Trust

Job Description and Person Specification



Job title: Philanthropy Assistant

Location: Abbots Hall

Reports to: Philanthropy 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 aim to protect and connect 30% of land and sea 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 growing wildlife supporters and generating income to fund our vital work.

We're looking for a Philanthropy Assistant to join the Fundraising Team to provide supporter care and administrative support. You will join the Philanthropy Team at a time of exciting development, helping them to develop new and exciting ideas for fundraising from individual givers, those who have pledged to leave the Trust money in their Will and major donors, based on insight and data.

Your main responsibility will be to process enquiries and donations from donors giving in memory of loved ones, appeal donors and fundraisers, providing admin support, regular reporting and ensuring records are up to-to-date and accurate. With an empathic nature, you will provide an excellent supporter experience, so the Trust continues to be their charity of choice in Essex.

This role is well suited to a candidate who is passionate about delivering a personalised supporter experience, with excellent administrative skills and meticulous attention to detail. You will have excellent interpersonal skills and an infectious enthusiasm for Essex Wildlife Trust's work.

Key Tasks

- To be the first point of contact for enquiries about commemorative fundraising (including Tree of Life and In-Memory giving).
- To support with the ordering and organisation of memorial items and Legator recognition items.
- To provide the highest level of supporter relationship management, especially to those giving In Memory, fundraisers and potential major donors, and be responsible for ensuring donations are acknowledged in a timely manner and all queries from supporters are answered promptly and correctly
- To process donations from donors, including thanking and keeping accurate and timely records through our new Access CRM system.
- To monitor the Fundraising inbox and respond to requests (including Adopt a Species requests and appeal enquiries).
- To produce regular reports and processes (e.g. weekly donation reports) and coordinate & collate information from the Team for internal reports and newsletters.
- To ensure donations and communications are recorded accurately in the CRM database and in line with good data practice requirements.
- To support the planning and delivery of supporter events, including challenge events and pledger events
- Present a positive and welcoming image of the Trust to everyone.
- To ensure the Fundraising Team has a constant presence on our internal social Yammer and within our monthly newsletter to staff – Wild News.

- Work with the Philanthropy Team to gather information for any design briefs required and deliver these to the Design Team.
- Work closely with colleagues and counterparts across the Wildlife Trusts movement, sharing ideas and best practice, in the spirit of cooperation and continual improvement.
- Ensure compliance with fundraising regulations, GDPR and other relevant industry standards.
- Undertake any other duties assigned by the Philanthropy Manager that are within the scope of the role and the contract of employment.

Knowledge and Skills

1. GCSE grade 9-4/A*-C in Maths and English, or equivalent.
2. Prior administrative experience.
3. Strong relationship building skills, active listening skills and the ability to talk about matters relating to death comfortably and sensitively.
4. Excellent verbal and written communication skills with the ability to communicate effectively.
5. Self-motivated with excellent organisation skills and time management.
6. Methodical with excellent attention to detail.
7. Proactive and solution-focused, demonstrating initiative and a willingness to take responsibility.
8. Ability to work under pressure, handle multiple projects simultaneously and meet deadlines.
9. Ability to work both individually and in a team environment.
10. Strong skills using Microsoft Office Suite.
11. Knowledge of the Code of Fundraising Practice and GDPR (desirable).
12. Experience working in an administrative and/or customer facing role (desirable).
13. Proven successful donor cultivation, relationship building or stewardship experience (desirable).
14. Experience using a Contact Relationship Management (CRM) or database system (desirable).

Additional Information

- The role might require some flexibility during the evening and weekends as and when required.
- 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 requires the ability to drive, including a full driving licence and use of a vehicle, though pool vehicles may sometimes be available.
- The role is based at Great Wigborough, Essex, but requires regular travel across the county and beyond, with mileage paid for additional travel.
- A Basic DBS disclosure will be required as the postholder will be processing and handling personal and financial data.

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.