

Essex Wildlife Trust Philanthropy Assistant



Essex
Wildlife Trust





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We have an exciting opportunity for a Philanthropy Assistant to join the Fundraising Team at Essex Wildlife Trust.

About Essex Wildlife Trust

We are the county's leading nature conservation charity, committed to protecting wildlife and inspiring a lifelong love of nature. We are one of the largest Wildlife Trusts in the UK.

This is the most important decade in the history of nature conservation and an exciting time to be joining us. If we are to tackle the climate crisis and the ecological crisis, we need the best people to rally around environmental protection.

Our values are **Impactful**, **Collaborative**, **United** and **Proactive**.



The Role

As the county's leading conservation charity, Essex Wildlife Trust is dedicated to protecting wildlife and inspiring a lifelong love of nature. By 2030, our aim is to protect and connect 30% of land and sea, while inspiring 1 in 4 people in Essex to take action for wildlife. Our Fundraising Team plays a crucial role in achieving this, growing our supporter base and generating the income needed to fund our vital work.

The Philanthropy Assistant will support the Philanthropy Team as it expands, helping to develop innovative fundraising ideas. You will provide administrative support and deliver excellent supporter care, particularly for those donating in memory of loved ones, as well as appeal donors and major givers. A key part of your role will be ensuring donations are processed smoothly, communications are handled with empathy, and our donor records are kept accurate and up to date.

You will be the first point of contact for commemorative fundraising enquiries, including In-Memory giving and the Tree of Life. You will coordinate the ordering and organisation of memorial items and Legator recognition pieces. Ensuring timely acknowledgement of donations and answering supporter queries promptly and correctly is essential, as is maintaining excellent supporter relationship management.



Credit: Bertie Gregory

The role involves processing donations through our new Access CRM system, ensuring records are maintained accurately. You will monitor the Fundraising inbox, responding to requests such as Adopt a Species and appeal enquiries. Additionally, you will compile regular donation reports and contribute to internal updates and newsletters.

You will assist in the planning and delivery of supporter events, including challenge events and pledger gatherings. Your work will help ensure that the Fundraising Team maintains a presence on internal platforms, such as Yammer, and in our monthly staff newsletter, Wild News.

Collaboration is key, and you will work with the Philanthropy Team to gather information for design briefs and liaise with the Design Team. As part of the wider Wildlife Trusts movement, you will share ideas and best practices with colleagues across the organisation. Ensuring compliance with fundraising regulations, GDPR, and other industry standards will also be part of your remit.

This role is ideal for someone with a passion for providing personalised supporter experiences and strong administrative skills. You will have a compassionate, proactive approach, excellent communication abilities, and a genuine enthusiasm for Essex Wildlife Trust's mission. The ability to manage multiple tasks and work both independently and within a team is essential. Experience with CRM systems and knowledge of GDPR and fundraising regulations would be advantageous.



Job Description

- 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.



Person Specification

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



Terms

Based at our beautiful headquarters at Abbots Hall, near Colchester, this role is a permanent role working 28 hours per week (we can be flexible on hours and days) with a starting salary for this post is £17,286.83 per annum (FTE £ 23,152.00). Essex Wildlife Trust offers flexible homeworking arrangements. Further details of the hybrid-working arrangements will be shared at interview.

Annual leave entitlement starts at 26 days per annum increasing annually to 29 days plus Bank Holidays. We provide company sick pay increasing with length of service, an employee assistance programme, a combined 8% contribution pension scheme (3% from you), staff social days, colleague nomination scheme and discounts in our Nature Discovery Centres.

How to Apply

To apply for this opportunity, please submit an online application via our website by 9:00am on Monday 04 November 2024. The interviews will be held on Monday 11 November 2024.

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

Lizzy Steward, Philanthropy Manager

