

Membership Officer

We have an opportunity for a Membership Officer to join our Fundraising and Membership team.

About Essex Wildlife Trust

We are the County's leading nature conservation charity, committed to protecting wildlife and inspiring a lifelong love of nature and 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

In this role, the **Membership Officer** will be responsible for cultivating and strengthening relationships with existing members whilst ensuring efficient day-to-day-operations for membership function. Providing excellent customer service is at the forefront of our Membership Team, ensuring at every opportunity a positive membership experience.

The post holder will line manage Membership Assistants, supporting continual improvement in team performance and individual development to achieve operational deliverables from the strategic plan to inspire more members to join, engage and continue their support to Essex Wildlife Trust.

Collaboration is key in this position, as the successful person will work closely with other departments (fundraising, marketing, communications and the wider Trust) to ensure a coordinated approach to membership activities. Additionally, there may be opportunities where presence will be required at community events to promote membership and engage with potential supporters.





Data management using a CRM database, involving the maintenance of accurate and up-to-date membership records will be a core aspect of the role as will ensuring compliance with GDPR and fundraising regulations. There are projects underway to improve our membership experience and develop other methods of support, including a new CRM system (Access's Charity CRM) to help deliver our potential.

This role is well suited to a candidate who possesses a genuine interest for wildlife conservation and the environment with prior experience in charity fundraising or a membership organisation. It is essential that applicants have experience in managing operations, have knowledge and experience of data protection legislation, people management skills and proficient in using IT (Microsoft 365 environment).

For more information about our membership and Essex Wildlife Trust, please visit essexwt.org.uk.



Job Description

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.



Person Specification

- 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.



Terms

The role is a one year fixed-term position working 37.5 hours per week with a starting salary is £25,000 per annum. The position will be based at Abbots Hall in Great Wigborough near Colchester. Essex Wildlife Trust offers flexible homeworking arrangements. Further details of the hybrid-working arrangements will be shared at interview.

Please note the successful applicant will be subject to a Basic DBS check.

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, staff social days, colleague nomination scheme and discounts in our Nature Discovery Centres.

How to Apply

To apply, please complete an application form via our website by 9:00am on Thursday 14 November. The interviews are arranged for week commencing 25 November 2024.

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

Steve Green
Membership Development Manager

