

Essex Wildlife Trust

Job Description and Person Specification



Job title: Membership Assistant

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 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 an Membership Assistant to join the Fundraising Team to provide administrative support. Your main responsibility will be to process enquiries, new and renewal membership applications, data entry and maintaining our CRM system and providing an excellent customer service so the Trust continues to be their charity of choice in Essex. You will provide admin support, regular reporting and ensure records are up to-to-date and accurate.

This role is well suited to a candidate who is passionate about delivering conservation membership support, with excellent administrative skills and meticulous attention to detail. You will have excellent communication and organisational skills with an infectious enthusiasm for Essex Wildlife Trust's work.

Key Tasks

- Working with membership development manager to maintain and develop procedures.
- Data entry of new memberships and membership renewals.
- CRM database reports and procedures.
- Monitoring of the membership inbox
- Member mailings and emails from the CRM database.
- Telephone calls to members, both general and as part of fundraising campaigns.
- Collating membership packs for posting, including printing and franking.
- Providing general administrative and office support.
- Present a positive and welcoming image of the Trust.
- 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 the GDPR and other relevant industry standards.
- Undertake any other duties assigned by the Membership Development Manager that are within the scope of the role and the contract of employment.

Knowledge and Skills

1. GCSEs A-C/9-4 in Maths and English, or equivalent.
2. Strong administrative skills
3. Good computer skills including the Microsoft Office Suite, SharePoint and Teams.
4. Methodical with excellent attention to detail.
5. Self-motivated with excellent organisational and time management skills.
6. Able to work using initiative and as part of a small busy team.
7. Good interpersonal and communication skills.
8. Experience using a Contact Relationship Management (CRM) or database system (desirable).
9. Knowledge of the General Data Protection Regulation (GDPR)/Data Protection Act 2018 (desirable).

Additional Information

- 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 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.

Signed: _____ Date: _____

Name: _____