

# Membership Assistant

We have an opportunity for a Membership Assistant 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 Assistant** will be responsible for providing administrative support on new and renewal membership applications, data entry using the CRM system, monitoring and responding to emails in the membership inbox and printing and posting of membership packs.

The role requires someone with strong administrative and ICT skills who is passionate about all aspects of membership – from enquiries, telephone calls, using databases and providing an excellent customer experience. Other duties may include supporting the wider membership and fundraising team with general administrative support.





The post holder will be processing and handling personal member data and therefore knowledge and awareness of the GDPR/Data Protection Act 2018 is essential. A Basic level DBS check will be required.

This role provides an exciting career opportunity for someone who is passionate about making a real difference for wildlife and people in Essex. For more information and a full job description, please visit [essexwt.org.uk](http://essexwt.org.uk) for a 'Role Information Pack'. For an informal discussion about the role, please contact [jobs@essexwt.org.uk](mailto:jobs@essexwt.org.uk)

For more information about our Membership and Essex Wildlife Trust, please visit [essexwt.org.uk](http://essexwt.org.uk)



## Job Description

- Working with the Membership Officer 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.

### **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.
- This position will be subject to Basic level Disclosure and Barring Service check due to the handling and processing of personal data.



## Person Specification

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

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.





## Terms

The role is a permanent, part-time position working 15 hours per week (Monday and Tuesday) with a starting salary is £9,080.27 per annum (FTE £22,700.68). The position will be based at Abbots Hall in Great Wigborough near Colchester. Essex Wildlife Trust prides itself on being a flexible working employer including flexible home-working arrangements.

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 Monday 09 December 2024.

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

Steve Green  
**Membership Development Manager**



