

**NORFOLK WILDLIFE TRUST
POST: SUPPORTER CARE ASSISTANT**



1. The Post of Supporter Care Assistant

The Supporter Care Assistant (3 days per week) will be based at NWT's Bewick House HQ, joining a team delivering membership and supporter administration, primarily using the Trust's CRM database.

The Supporter Care Assistant will be line-managed by the Membership Services & Data Manager, and form part of a job share with the existing 2 days per week postholder. The role also receives supervision and support from other roles in the team, and will work with volunteers.

A detailed job description and person specification is attached for information and to assist you with your application.

The salary is £13,650 (FTE of £22,750). We will also contribute 8% of salary to the group personal pension scheme with Aviva, with a minimum 2% of contribution from the individual. There is no formal grading and annual increment system, but salaries are reviewed annually.

The post is for 3 days per week (21 hours), to include a Monday and Tuesday. Normal hours of work will be 9.00am to 5.00pm, with 1 hour lunch break.

Annual leave starts at 25 days pro rata (which is inclusive of 3 days office closure at Christmas) paid holiday per annum in addition to statutory holidays. The annual holiday allowance is increased by an additional one day per year for each year up to a maximum of 30 days pro rata in total.

2. Application Procedure

Candidates should apply by sending a copy of their CV, giving full details of education, employment and experience. Please also supply details of two referees. You should also include a statement of application outlining why you consider yourself suitable for the post and what particular experience, skills and attributes you have which will enable you to fulfil the requirements of the job. It would help the selection panel if you refer to the duties and requirements of the job description enclosed in framing your statement.

Completed applications should be marked 'Private and Confidential' and e-mailed to recruitment@norfolkwildlifetrust.org.uk or be posted to Recruitment Applications, Norfolk Wildlife Trust, Bewick House, 22 Thorpe Road, Norwich, NR1 1RY.

The closing date for receipt of applications is Friday 27 September 2024. Applications received after that date will not be considered.

Interviews are likely to take place on Friday 11 October 2024.

We regret that we are unable to reply to all applicants due to the quantity of correspondence. We will only contact you if you have been selected for an interview. If you have not heard again from us by 7 October 2024 you should assume your application has not been successful on this occasion.

Thank you for your interest in the Trust, good luck with your application.

Norfolk Wildlife Trust
September 2024