

## **JOB DESCRIPTION**

**JOB TITLE** Supporter Care Assistant  
**Present Postholder :**  
**Date:** June 2024

**Unit :** Development  
**Grade:**

### **OVERALL PURPOSE OF THE JOB**

To assist with the Trust's membership administration and supporter care processes, and other tasks as appropriate.

### **REPORTING TO**

Membership Services & Data Manager

### **REPORTING TO JOB HOLDER**

None

### **OTHER WORKING RELATIONSHIPS**

#### Within the organisation

Development & Partnerships, Estates & Facilities, Finance, Engagement, Norfolk Wildlife Enterprises and visitor centre staff, volunteers and other staff.

#### Outside the organisation:

NWT members and supporters, members of the public, suppliers, contractors.

### **MAIN DUTIES**

1. Input information onto the Trust's CRM database to create and renew membership, producing and issuing membership cards and Direct Debit confirmations
2. Provide members and supporters with excellent customer service, via telephone, email and letter, to answer enquiries and update details.
3. Process card payments for memberships and collate cheque payments for banking. Maintain the Trust's records of such financial transactions. Assist with the processing of payments during high volume fundraising appeals when required
4. Assist the team with a schedule of regular de-duplication and other data quality tasks on CRM
5. Undertake on-going training in Direct Debit administration to carry out processes for Direct Debit instructions, cancellations and payment claims.
6. Assist with the administration of regular giving schemes including the 250 Club lottery and Sponsor a Species
7. Assist with the production and distribution of materials to membership recruiters, visitor centres and for events
8. Carry out printing, scanning and general mailing tasks as necessary.
9. Assist with supervision of membership administration volunteers.
10. Attend team and wider departmental meetings to participate in information sharing and collaborate with colleagues on new developments and improved processes.
11. Use the Trust's Xledger purchasing system for raising purchase orders
12. Undertake other ad hoc duties and projects as agreed with the Membership Services & Data Manager and Supporter Development Manager

## **OTHER DUTIES**

- Work in accordance with the Trust's Health & Safety policy and contribute to the maintenance of a healthy and safe working environment.

## **ESSENTIAL REQUIREMENTS**

### **Qualifications:**

- Educated to 'A' level standard or equivalent, preferably with GCSE passes in Mathematics and English.

### **Skills and Experience:**

- Competent IT skills using Microsoft Office packages, including proven experience with using Excel, Word and Outlook. Experience of CRM databases would be an advantage (although training will be given for NWT's system).
- Proven administrative skills and experience, with good numeracy and literacy.
- Good organisational skills, ability to work under own initiative and as part of a team.
- Good telephone manner.
- A clear interest in and sympathy for nature conservation and the work of NWT would be highly desirable.

## **LIMITS OF AUTHORITY**

- Sign certain correspondence
- Set up and amend Direct Debit instructions
- Raise purchase orders and invoice requests

## **HEALTH AND SAFETY**

Attached with contract.