

## Job description

**Job title:** Supporter Care Assistant

**Team:** Fundraising

**Responsible to:** Supporter Care Manager

**Responsible for:** Occasional volunteers and placements

**Working base:** Avon Wildlife Trust Head Quarters currently 17 Great George Street, Bristol, BS1 5QT

### Overall purpose of job

To provide our supporters, including Avon Wildlife Trust members, with a high-quality supporter experience.

### Main responsibilities

Support from our membership and donors provides a vital source of unrestricted income that supports the charity's work with wildlife.

The Supporter Care Assistant is responsible for efficiently administering the 'supporter journey' so that everyone is welcomed and thanked promptly and personally. This includes regular actions such as:

- adding new members to our Customer Relationship Management (CRM) system
- steps to ensure that the personal data we hold is accurate and used for the purposes given, in line with regulations such as GDPR
- responding to supporter queries
- sending routine correspondence
- working with other team members to support the smooth running of various fundraising processes

## **Job specification**

### **Management and Supervision**

A key member of the Fundraising team and contact with colleagues in our finance team to ensure that everything runs smoothly for our members and supporters.

### **Accountability and Resources**

- A key member of the Fundraising team and contact with colleagues in our finance team to ensure that everything runs smoothly for our members and supporters.

### **Job Impact**

- Providing stewardship for our valued supporters and helping to connect them with the difference they make for wildlife.

### **Independence and Judgement**

- Responsibility and autonomy for a variety of regular and routine activities. Works flexibly and carries out any other duties that may be required.

### **People and Contacts**

- Interacts with public and colleagues in a professional and friendly manner. Handles sensitive information with tact and discretion. Responds to enquiries promptly with an understanding of the importance of good customer service for our valued supporters.

### **Creativity and Innovation**

- This role covers a significant number of essential, routine tasks as well as responding to ad hoc enquiries from the public and supporters. We continually look to improve, and to implement automations for regular activities, so there are opportunities for problem-solving and continuous learning.

### **Working conditions**

- Generally office based, some regional travel will be expected.
- Optional home working by prior agreement with your line manager
- Occasional travel to other AWT sites and sites within Avon.
- Occasional out of hours support for events.
- Occasional evening and weekend work as necessary (TOIL awarded)
- You will not be required to work outside of the UK.

## Person specification

### **E = essential criteria. D = desirable criteria**

Please note - we have robust safeguarding procedures in place. This post is subject to a successful enhanced DBS (Disclosure and Barring Service) check if applicable, and we will require two workplace references.

### **Essential experience of**

- delivering good customer service
- working with data
- using Excel spreadsheets
- responding to enquiries via e-mail, post and telephone
- maintaining administrative processes.

### **Desirable experience**

- of setting-up and refining administrative processes
- Using CRM/databases
- financial processes such as banking or reconciliation
- of compliance with GDPR legislation
- charity or membership activities.

### **Competence, knowledge and skills**

- Strong communication skills, both written and verbal.
- Good standard of numeracy and literacy.
- Good process and task management.
- Excellent attention to detail.
- Ability to deal with confidential and sensitive data and comply with rigorous compliance policies and procedures.
- Well organised and able to use initiative to prioritise competing deadlines.
- Quality focused so that work is always delivered to a high standard.
- Confident using Microsoft Office, particularly Outlook and Excel.

### **Personal qualities**

- Commitment to providing excellent customer service and helping supporters with additional needs to connect with nature. Willing and curious to seek out answers on behalf of enquirers.
- Committed to our goal of developing an inclusive and diverse charity where everyone feels supported, valued, and able to be their full selves.
- Collaborative team player.
- An interest in wildlife and nature conservation and supportive of the aims of The Wildlife Trusts

**Committed to our values:**

- o Passion – we behave with belief and passion for the cause, recognising the urgency we face.
- o Inspiration – we recognise our role in enabling, empowering, and inspiring all people to take action for nature.
- o Innovation – we know that to achieve change we must use our initiative, push boundaries, and challenge ourselves to improve our knowledge and understanding