



## JOB DESCRIPTION

**Job Title:** Development Assistant  
**Responsible to:** Fundraising and Membership Manager  
**Responsible for:** Administration and assistance work in the development team and visitor services team, working with visitors, members, donors and supporters.  
**Grade:** 8

### 1 JOB PURPOSE

As Development Assistant you will deliver excellent care to customers, members and visitors, retaining and increasing support to help achieve Wildwood's income targets and support the vision and mission of the Trust.

### 2 MAIN DUTIES

1. Administration of Wildwood's membership and adoption programmes, processing and efficiently keeping records on our CRM system.
2. Fulfilling memberships and adoptions by organising the delivery of welcome packs, emails and communications as required.
3. Providing warm, confident, and efficient customer service on the phone, in writing and in person.
4. Work with the team to deliver an excellent donor journey and stewardship programme to attract and retain supporters, including events, creative communications, and surprises.
5. Helping with internal park events.
6. Supporting the Fundraising and Membership Manager in organising meetings, visits and phone calls with higher level supporters and members to build positive relationships and foster further and future support.
7. Administration of financial information such as direct debits and gift aid.
8. Adhere to the Fundraising Code and Charity Commission guidelines and other external regulations (e.g. GDPR) – as set out by WWT's processes, policies and procedures.

### 3 SKILLS, KNOWLEDGE AND EXPERIENCE

As Development Assistant you will be genuinely passionate about British wildlife and its conservation, with a drive for furthering the Trust's charitable objectives. This role requires a talent for customer service, attention to detail, and team working skills. You will have a naturally positive, confident and outgoing way with team members, visitors and supporters.

## 1. Essential

- Solid team working skills, with a track record of fostering good team relationships and working well with others.
- Good data management skills, ideally using a CRM system and experience of accurate record keeping.
- Solid verbal and written communication skills.
- A problem solving and proactive approach.
- Competent and efficient data entry skills.
- Knowledge of Microsoft Word and Excel.
- Solid experience in delivering a high level of customer service in a sales, fundraising or marketing role.
- Good experience of resolving customer issues on the phone, in person, and in writing.

## 2. Desirable

- Skills in selling or fundraising.
- Knowledge of google drive and docs.
- Experience in fundraising or memberships.
- Experience of working with charity donors and supporters.
- Event experience.
- Good understanding of charity and fundraising regulations in the UK.

## 4. ROLE DIMENSIONS

<b>Annual Budgetary amount:</b>	£0
<b>Number of staff reporting to the post (direct/Indirect):</b>	0
<b>Any other information:</b>	

## 5. OTHER CONSIDERATIONS

1. The post is advertised as 4 days a week part time and may require weekend and bank holiday working.
2. No person shall be treated less favourably than another on the grounds of sex, sexual orientation, marital status, race, ethnic or national origin, religion, colour, age or disability. As an equal opportunities employer, applicants for staff vacancies shall be shortlisted for interview and appointed purely on the grounds of their suitability for the post as laid out in the advertised job description
3. Wildwood operates a no smoking policy in the park and in its offices.

## 6. EMPLOYMENT PACKAGE

The part time salary for the Development Assistant is **£16,368** (£20,460 FTE).

Normal working hours are 9.00 am until 5.00 pm, plus a half an hour unpaid for lunch each day; although the job may involve overtime, including some evening and weekend working as part of your normal duties.

The holiday allowance is 30 days a year pro rata, this includes statutory holidays.

Wildwood offers access to a stakeholder pension, details of which will be given to you on confirmation in post.

## 7. APPLICATIONS

Application is by C.V. and covering letter and must contain the following information:

- Name, address, contact phone numbers
- Personal Statement
- Employment history
- Educational history

You should include a statement of the relevant skills and experience that you believe you will bring to the job, paying careful attention to the requirements of the job outlined above. You should give two referees to whom we can turn for a confidential reference, one of whom should be your current or most recent employer. References will only be taken up for those candidates chosen for interview or, with regard to current employer, on offer of contract.

Applications will not normally be acknowledged. If you would like yours to be acknowledged, please enclose a stamped, self-addressed postcard.

Applications should be sent to Helen Sayers, Wildwood Trust, Herne Common, Herne Bay, Kent, CT6 7LQ. Or alternatively email [jobs@wildwoodtrust.org](mailto:jobs@wildwoodtrust.org). Deadline for application is on 31<sup>st</sup> May.