



Wildwood Trust

Mission: -

Protecting, Conserving & Rewilding British Wildlife

Vision: -

1. To bring the joy of British wildlife to the public through enriched and natural, immersive animal exhibits and effective engagement with our visitors and members.
2. To inspire through education, communication and training the understanding of British wildlife and its practical conservation.
3. To operate commercially successful visitor centres that generate funds for the Trust.
4. To lead in native species conservation and rewilding programmes.
5. To reverse the loss of biodiversity.
6. To help research that supports our mission.
7. To advocate for policies, economic systems and lifestyles that promote rewilding and the enhancement of ecosystems.

Wildwood Trust, Herne Common, Herne Bay, CT6 7LQ
E-mail: info@wildwoodtrust.org web: www.wildwoodtrust.org Tel: 01227 712111

MEMBERSHIP SERVICES ADMINISTRATOR

This role is essential to the continued growth and development of the Membership Services Team and ensuring the smooth running of the day-to-day processes. The post holder will excel in giving our members the service they demand and expect, through timely and accurate management of the membership, adoption and fundraising database and providing excellent customer service.

The key objectives of this role are to:

- Ensure efficient, quick and accurate turnaround of membership administration, including recruitment and renewal
- Maximise our income from Gift Aid
- Confidently deal with members' and customers' requests and queries in a polite and timely manner
- Process and effectively record animal adoptions, assisting in its continued development and expansion
- Other general administration duties as directed

We are seeking someone with excellent attention to detail, who will welcome being part of a dynamic and active team. You will be expected to bring new ideas with the role as Wildwood continues to appeal to an ever-increasing audience.

JOB DESCRIPTION

Job Title:	Membership Services Administrator
Function:	Manage membership and customer relations and database
Responsible to:	Membership Services Manager
Salary:	£16,300

1 Principal Duties

1.1 Team Working

- To be a key member of the team, responsible for the day-to-day management of the computerised and manual membership and gift aid systems.
- To support all membership administration and promotional activities.
- To demonstrate an excellent level of customer service when interacting with our members and visitors.

1.2 Member Care

- Dealing with members' and customers' queries by letter, telephone, email and in person.
- Responsible for processing new applications for membership on a daily basis, adding to the database and sending out all relevant documentation.
- Ensuring that all gift aid forms are processed accurately and efficiently in a timely manner.



- Ensuring the up to date maintenance of the existing records, e.g. changes of address / spelling accuracy / bank changes, while processing any new forms or applications.
- Responsible for all subscription renewals / reminders.
- Dealing with, recording and responding to charitable requests from local schools and organisations.

1.3 Income Processing

- Assisting with posting materials related to members' Standing Orders and Direct Debits and resolving issues and queries with banks, building societies and BACS.
- Work with the Admissions and Finance Teams to maximise gift aid of admissions and donations.

1.4 Financial Administration

- Work closely with all staff at Wildwood to maintain strict financial management systems and documentation.
- Required, for audit purposes, to maintain hard copy and computer files relating to membership, gift aid, expenses, and adoptions.

1.5 Animal Adoptions

- Deal with all animal adoptions and any related queries received, and ensure effectively processed within set timeframes.
- Responsible for adding relevant information to database, and sending out related renewal documentation.
- Responsible for ensuring adoption plaques are accurately updated in line with active adoptions, and work with the Ranger Team to add/remove as appropriate.

1.6 Visitor Engagement

- To demonstrate an excellent level of customer service when interacting with our members and visitors.

1.7 Special Project Management

- In our peak times and following discussion with the Membership Services Manager, you may be required to support the activities of other departments, especially when it's 'all hands to the pump'.

2 Skills, Knowledge & Experience

This role will ideally suit someone with an accurate eye for detail and an element of flair to assess ways to expand our reach through membership and adoption opportunities. We are looking for a practical team-player with a 'can do' attitude and a passion for the restoration of British wildlife.

2.1 Essential

The successful applicant will:

- Have a good, general level of education, including competence in English and Mathematics.
- Demonstrate competency in accurate data input and word processing.



- Be able to deal confidently and politely with members of the public, by phone, email or face to face.
- Have ability to check or cross-check information / data for errors / mistakes.
- Be able to work on own initiative.
- Be capable of completing repetitive administrative tasks to a consistently high standard.

2.2 Desirable

- Have prior experience of working within a data entry role.
- Experience of using and / or managing CiviCRM or similar customer relationship management software.
- Experience of working in a customer-focused environment.

3 Other Considerations

1. The post is advertised as full-time.
2. Appointment will be subject to a three month probationary period.
3. Understanding of and sympathy with Wildwood's role as a conservation body would be helpful.
4. No person shall be treated less favourably than another on the grounds of sex, sexual orientation, marital status, race, ethnicity or national origin, religion, colour, age or disability. As an equal opportunities employer, applicants for staff vacancies shall be short-listed for interview and appointed purely on the grounds of their suitability for the post as laid out in the advertised job description.
5. Wildwood operates a no-smoking policy in the park and in its offices.

4 Employment Package

The salary for the Membership Services Administrator is £16,300.

Normal working hours are a 37.5 hour week, plus a half an hour unpaid lunch break. Core hours are 9.00am until 5.00pm and the job may involve occasional weekend working. Due to the nature of the work you will need to work Bank Holidays . Overtime is not paid, but time may be taken off in lieu. The holiday allowance is 30 days a year, this includes statutory holidays.

Appointments are subject to confirmation after a three month probation period.

Wildwood adheres to the automatic enrolment pension scheme, meaning you will be automatically enrolled into a pension scheme if you meet the criteria. Details will be given on acceptance of the job offer.



5 Procedure for Applicants

5.1 Applications

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

- Name, address, contact phone numbers at home and work (for discreet calls only)
- 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 unless submitted by email, which receive an auto response.

Applications should be sent to the Human Resources Manager, Wildwood Trust, Herne Common, Herne Bay, Kent, CT6 7LQ or jobs@wildwoodtrust.org

The closing date for applications is 28th June 2019.

5.2 Interview and Selection Procedure

Interviews and selection tests will be held at Wildwood Park at Wealden Forest Park, Herne Common by arrangement.