

## **Job Description**

### **Membership Assistant**

**Type of contract:** Permanent

**Based at:** The Lodge, Oxford with travel to other sites as required. Hybrid working available

**Croner rank:** 7

### **Job Purpose**

BBOWT has a total membership of over 28,000, representing over 52,000 people. Performing administrative tasks within the Membership Team. Ensuring all processes are completed accurately and efficiently, whilst maintaining excellent levels of customer service

### **Reporting Line**

Reports directly to the Membership Office Manager

### **Staff Management**

This post has no line reports

### **Key Responsibilities**

#### **Core Daily Tasks**

- Processing new member and supporter details including accurate data input of their donations, and financial details onto the membership database
- Importing new online memberships and donations, using the Web Admin area of the membership database
- Updating the database with any amendments to existing members' details
- Welcome letters, cancellation letters, appeal donation acknowledgements, condolence letters, using letter templates and mail merge
- Making up and distributing welcome packs to new members, and Wildlife Watch children's welcome packs
- Performing vital financial processing tasks for memberships, pledges, and donations, via the Banker's Automated Clearing System (BACS), including processing Direct Debits and bank account lodgements

#### **Communication**

- Acting as the first point of contact for e-mail, telephone and letter enquiries or complaints. Using own initiative to reply sensitively and mindfully to all audiences
- Answering queries concerning Data Protection and General Data Protection Regulations (GDPR) guidelines
- Helping other departments with requests for information from the membership database

### **Office Administration**

- Assisting the team in maintaining administrative backup tasks which are vital to the smooth running of the office
- Helping monitor stock levels of any membership-related materials
- Using Eventbrite to add or amend attendees
- Updating business processes and procedures as necessary

### **Other**

- Maintaining and adding new legacy records to the database using the specialist legacy module
- Processing invoices on BBOWT's finance system (XLedger)
- Undertaking initiatives to increase the membership income as per the work plan
- Any other duties as delegated by the Line Manager or Chief Executive
- Always represent BBOWT in a professional manner and act in a manner which will not damage its reputation

### **Person Specification**

- Proficient IT user (Microsoft Word, Outlook, Excel) and good computer data entry skills
- Excellent attention to detail
- Excellent social skills via telephone, letter, and email
- Proactive team player willing to assist with tasks outside of core tasks when necessary
- Good organisational & prioritisation skills
- Ability and willingness to demonstrate the BBOWT behaviours and values

### **Measurements of Success**

- Timely and effective communication with the membership
- Accuracy of all data handling