

## **Job Description**

### **Membership Assistant (fixed term)**

**Hours of work:** 28 hours per week, Monday - Thursday. Monday and Wednesdays in the office

**Type of contract:** Maternity cover - fixed term until 31 March 2027 with potential to extend

**Based at:** Compass House, Farmoor, Oxford with travel to other sites as required. Hybrid working available.

**Croner rank:** 7

### **Job Purpose**

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
- Ability to engage clearly and effectively with others via telephone, written correspondence, and email, adapting approach to different preferences
- 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