Berkshire Buckinghamshire & Oxfordshire Wildlife Trust

Job Description

Membership Assistant (fixed term)

Hours of work: 21 hours per week. Fewer hours would be considered – minimum of 14 hours per week. Wednesdays to be worked in the office, other hours can be worked from home or the office
Type of contract: Fixed term until 31 March 2027
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, thank you letters, using letter templates and mail merge
- Email responses relating to change of details and membership cancellations
- Making up and distributing welcome packs to new members, and Wildlife Watch children's welcome packs

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

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

Other
- 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