

# Job Description



Job Title:	Membership Administration Assistant
Department:	Fundraising Membership and Comms
Responsible to:	Membership Officer
Pay Band:	Assistant
Hours:	28 to 35 hours per week
Location:	Wolseley Centre

## Background Information:

Our mission statement is:

*“Staffordshire Wildlife Trust protects and enhances the wildlife and wild places of Staffordshire and promotes understanding, enjoyment and involvement in the natural world.”*

A registered charity established in 1969 we are one of 47 county Wildlife Trusts throughout the UK and are supported by over 15,000 members.

The Trust owns or manages 27 nature reserves covering an area of over 3,600 acres. Our 60 staff are based in six locations around the county including our Headquarters at Wolseley Bridge, Stafford, with our work divided up into five departments: Resources, Education, Conservation Delivery, Fundraising, Communication and Membership & CVLLP. The Trust has a diverse workforce including site wardens, wildlife surveyors, community and education officers, catering and administration staff.

In addition we have a trading company looking after the commercial side of our business including a café at Westport Lake Visitor Centre and Charity Shops in Leek & Rugeley.

**Job Purpose:**

Support the Membership Officer to ensure membership records are kept up to date. Specifically make sure new memberships are inputted and lapsed memberships are deleted.

**Responsibilities:**

1. Accurately process new membership applications and create / update records in CRM database (contact details, financial details, communications preferences etc.)
2. Accurately process cancellations / lapsed memberships and update records in CRM database.
3. Accurately process amendments to membership records as advised by members (change of address, change of bank, change of membership category etc.)
4. Support the Membership Officer as appropriate to complete monthly BACS checks.
5. Support the Membership Officer to liaise with members regarding Direct Debit or other payment instructions
6. Support the Membership Officer to arrange distribution of new members packs
7. Support the Membership Officer to issue membership renewal requests and process all payments received
8. Support the Membership Officer to issue 1<sup>st</sup> and 2<sup>nd</sup> reminder letters for those members with overdue payments
9. Support the Membership Officer to act as first line of contact for membership queries
10. Raise awareness of the work of Staffordshire Wildlife Trust and be an ambassador for the Charity.
11. All staff should recognise the contribution that membership makes towards the running of the organisation. The postholder is therefore expected to understand the need for high standards of service to existing members and recognise their role in contributing towards ongoing membership recruitment.
12. In order for the organisation to work effectively you may be required to assist with other areas of work and therefore you should be prepared to undertake other duties, appropriate to the post, as delegated by your line manager.
13. All staff are required to abide by organisational policies and procedures.

**Person Specification  
Membership Admin Assistant**

Criteria	Essential	Desirable	Assessment method *
<b>Qualifications</b>			
GCSE or equivalent in English or Maths	✓		
Relevant IT or Administration Qualification	✓		QC
<b>Experience</b>			
Proficient in use of CRM database		✓	AF / I
Directly dealing with members of the public (phone)	✓		AF / I
Experience in an administration role	✓		
Managing sensitive data	✓		AF / I
Working with contractors / suppliers	✓		AF / I
Membership / customer recruitment & retention		✓	AF / I
<b>Skills/knowledge</b>			
Database packages	✓		AF / I
Self-motivated and able to set and prioritise workloads and work without close supervision.	✓		
BACs / banking procedures		✓	AF / I
Data protection legislation	✓		AF / I
Good telephone manner	✓		AF / I
High level of accuracy	✓		AF / I
Good organisational skills	✓		AF / I
Wildlife and wildlife issues		✓	AF / I

\* Assessment method:

- I = interview
- QC = qualification certificate
- AF = application form
- T = test or assessment
- P = presentation