



Job Description

Individual Giving Assistant

Grade: 6

Directorate: Marketing & Supporter Development

Location: HQ, WWT Slimbridge

Reporting to: Supporter Acquisition Manager

Main function of the post: To support the Face to face Manager with administrative tasks, including venue booking for off-site recruiters, co-ordination of recruiter's materials and equipment and management of membership-related stock at WWT centres. Also support the wider individual Giving team with a range of fundraising administrative tasks, including legacy and in-mem administration.

Supervisory Responsibility: None

Hours worked: 37.5 hours per week

Working pattern: Monday to Friday, 9am to 5.30pm

Main duties of the post

1. Coordinate and manage the booking of off-site venues, exhibitions and shows for the WWT off-site recruitment team. In addition maintain full and up-to-date computer records of bookings.
2. Support the Face to Face Manager and Supporter Acquisition team with event set-up tasks as required.
3. Manage and co-ordinate supporter fulfilment materials e.g. welcome packs, member magazine and incentives, for off-site recruiters, WWT centres and the Supporter Services team, ensuring re-ordering of stock happens in a timely manner and within budget.
4. Provide administrative support to the Supporter Acquisition team including invoice processing, maintenance of marketing guard files and assisting with campaign briefs.
5. Provide administrative support to the wider Individual Giving team through legacy administration and in servicing In-Mem products.
6. Provide general administrative support to wider Individual Giving team including the maintenance of accurate donor and project records and income in WWT's CRM and assisting with the recording of processes and procedures.

7. Liaise with colleagues across the organisation to ensure a good working knowledge of identified projects/areas of operational activity, acting as first point of contact for the Individual Giving Team where required.
8. Work with colleagues across the Marketing & Supporter Development directorate to ensure that the trust is compliant with General Data Protection Regulation.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

Date raised: March 2019

Date Amended:

Person Specification

1. Qualifications

Essential:

- Educated to 'A' level standard or equivalent (including GCSE English Language and Maths at A-C)

Desirable:

- Degree or equivalent

2. Experience

Essential:

- Experience of liaising with a broad range of stakeholders by phone, email and letter
- Experience of working in a busy department and to tight deadlines
- Excellent customer service skills and experience of liaising with a broad range of people, both internally and externally, by phone, email and letter
- Ability to prioritise own workload and work to tight deadlines with limited supervision
- Excellent Microsoft Office skills, particularly strong Excel and Word skills, and database skills

Desirable:

- Experience of working in a fundraising department
- Understanding of General Data Protection Regulation
- Experience of working to and maintaining budgets

3. Managerial & Supervisory

Essential:

- None

4. Responsibility

Essential:

- Responsible for managing a number of tasks and complete projects
- Responsible for delivering work on time and within budget
- Responsible for maintaining up-to-date donor, expenditure and administrative records with meticulous attention to detail and a high level of accuracy
- Responsible for timely and accurate income processing, and handling payments of a large value – £1-1.5 million per year
- Responsible for handling legal documents and personal data on supporters and legacy pledgers

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	£5K
Cash Handling	£1 - £1.5 million
Assets (required for job, exc. buildings)	N/A
Visitors (per annum)	N/A

5. Creative Ability

Essential:

- Excellent attention to detail and a high level of accuracy
- Ability to prioritise effectively, balancing deadlines and workload
- Strong written skills, able to write in an engaging style for various audiences with fluency and creativity
- Strong numerical skills
- Confident and effective verbal communication skills
- Ability to work on own initiative and problem solve

6. Contact

Essential:

- Confident liaising with colleagues across the organisation at all levels, including project staff, Management Board and Council
- Confident and effective communication skills
- Polite and professional manner when dealing with stakeholders at all levels on the phone and at meetings/events

Desirable:

- Experience of working with teams across different sites
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General Notes

This is a full-time position, which will require work during some evenings and occasionally on weekends, to meet the needs of the post. Travel to other WWT centres, project sites and meetings/conferences will also be required occasionally.