

## JOB DESCRIPTION

# Membership Assistant

---

<b>WORK BASE:</b>	Brooke House, Ashbocking, near Ipswich IP6 9JY
<b>WORK HOURS:</b>	37.5 hours per week.
<b>HOLIDAY:</b>	23 days per annum
<b>SALARY:</b>	£19,500
<b>REPORTING TO:</b>	Membership Manager

## OVERALL PURPOSE OF ROLE

---

Suffolk Wildlife Trust's ethos is for wildlife to be part of people's everyday lives. Membership is one of the ways in which we help people foster this connection to nature. With 27,000 people actively supporting Suffolk Wildlife Trust as members, their subscriptions and donations offer vital support for our nature conservation activities across the county.

Using the Trust's membership database you will take responsibility for the efficient day to day administration of the Trust's membership schemes for adults, children and businesses and ensure consistent high-quality contact with members of all ages. We are in the early days of the transition to our new database (ThankQ) and you will support the Membership Manager in embedding the database across all our activities and supporting colleagues to streamline our processes and systems.

An outgoing, friendly manner, an aptitude for IT systems, excellent administrative and customer service skills and attention to detail are essential for this role – you need to be passionate about data quality and attention to detail.

## SPECIFIC DUTIES

---

The key tool for this role is our ThankQ database and experience of this system would be beneficial.

### 1) Membership administration

- Use the Trust's Database to maintain contact details and financial records for members and donors in line with GDPR requirements.
- Process membership data for new, renewing and lapsed members
- Process membership payments, including Direct Debits, PayPal and Gift Aid
- Manage correspondence and contact with new members including new member packs and welcome calls
- Manage correspondence and contact with existing members including renewal reminders, members' telephone and written enquiries
- Support the Membership Manager in the continued development of the membership admin systems and opportunities for streamlining, to support continued membership growth

## **2) Membership mailings**

- Co-ordinate magazine mail outs to members, primarily through the volunteer delivery network
- Support the network of volunteer magazine deliverers, and answer queries that arise

## **3) Membership & fundraising resources**

- Maintain stocks of new member welcome packs for adults and children and co-ordinate distribution to recruiters and centres
- Maintain stock levels and co-ordinate countywide distribution of membership leaflets, What's on & other materials to ensure staff across the county have the resources needed for day to day activities and special events

## **4) Fundraising appeals and other donations**

- Provide administrative support for appeal mailings to members and donors
- Provide administrative support, including thank you letters & emails to donors
- Provide administrative support for follow-up initiatives e.g. donor events, project updates
- Provide administrative support for other donations as needed
- Use the Trust's Database to maintain contact details and financial records for all donors in line with GDPR requirements

## **5) Membership systems**

- Learn the key processes required to run the Trust's membership, so as to support the Membership Manager as needed e.g. direct debit run procedures and build resilience into our systems.

## **6) Database support to colleagues**

- Assist the Membership Manager in providing training, support and troubleshooting to colleagues to facilitate the effective use of ThankQ across the Trust.
- Liaise with the ThankQ support team as necessary to address issues that may arise during the day-to day running of the system.

## **7) Offer support for the Trust's wider membership and fundraising activities as needed**

## **8) Be an ambassador for Suffolk Wildlife Trust**