

PERSON SPECIFICATION

Membership Assistant

Experience

Essential

- Experience of using a CRM database in an administrative role
- Experience of using Excel, Word and Outlook in an administrative role
- Experience of handling money or processing financial transactions
- Experience of working in a role requiring excellent customer service, especially over the telephone

Desirable

- Previous charity administration experience
- Familiarity with social media
- Experience of ThankQ database

Skills

Essential

- Excellent administrative and organisational skills
- Excellent communication and interpersonal skills
- Ability to work on own initiative and cooperatively as part of a team
- Ability to prioritise and meet deadlines
- Must be proficient in Microsoft Office (Excel, Word and Outlook)

Personal qualities

- Enthusiastic and self-motivated
- A passion for data quality
- Confident to use your initiative and take responsibility, but also get job satisfaction from working as part of a team
- You have a flexible, can-do approach
- You are open to change and trying new ideas
- You will take pride in representing Suffolk Wildlife Trust