

# Membership Assistant

Suffolk Wildlife Trust is an inspiring and impactful organisation with a compelling vision for our county:

“A Wilder Suffolk where nature is thriving and abundant because everyone is doing more to help”.

In the decade to 2030, we are committed to scaling up our activities across the county, to bring nature back to Suffolk. Our aim is for 30% of our county to be connected and well looked after for nature by 2030, so that our species and habitats can recover and thrive – and for 1 in 4 people to be actively helping to achieve this.



**Suffolk**  
Wildlife Trust



# The Opportunity

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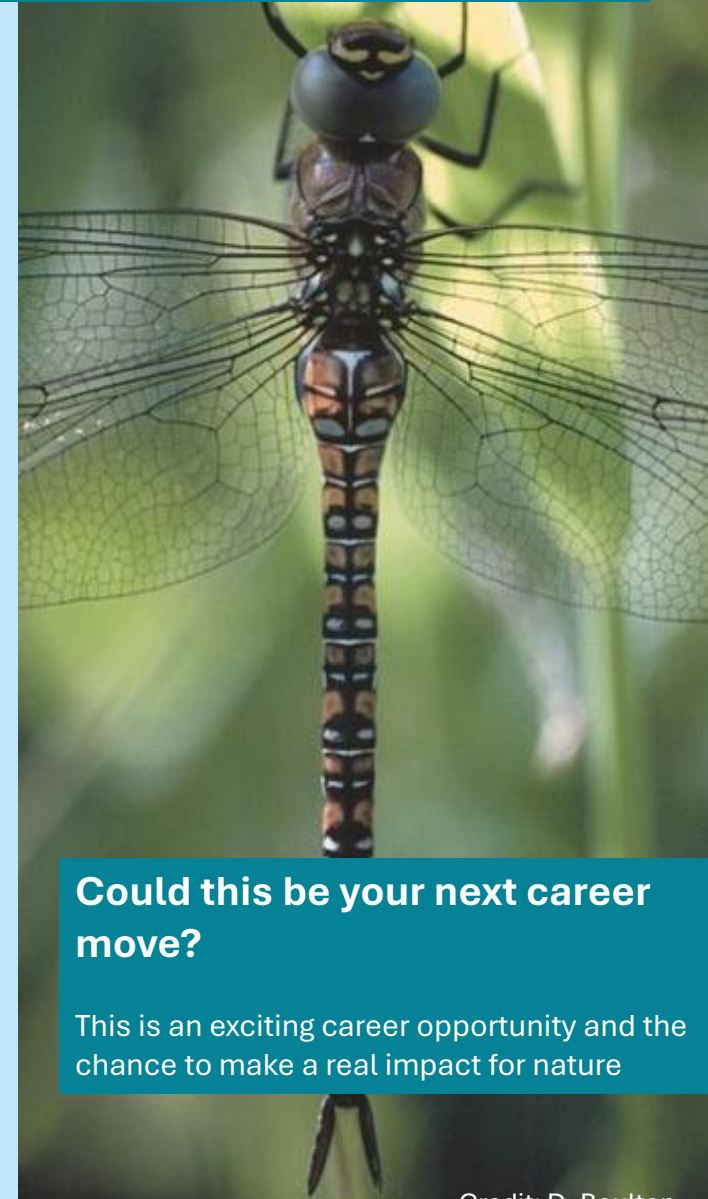
**Suffolk Wildlife Trust is seeking a Membership Assistant to support the delivery of an exceptional experience for our 27,000 members and help drive our mission to bring nature back to Suffolk. This role is central to the effective administration of our membership schemes, ensuring that members feel valued and connected to the work of the Trust.**

The Membership Assistant will manage the day-to-day processing of memberships, including maintaining accurate records in our CRM system (Charity CRM by Access), handling payments and Gift Aid, responding to member enquiries & issuing welcome packs and renewal reminders. Working closely with the Senior Supporter Development Officer, they will help improve and streamline our systems, contributing to membership growth and retention.

The role includes co-ordinating the distribution of membership resources, including promotional materials and our members' magazine, supporting a network of volunteer magazine deliverers across the county.

The post holder will act as a key user of our CRM system, helping colleagues across the organisation use it effectively and in line with GDPR. They will assist with system maintenance, data integrity and provide administrative support for wider fundraising activities. This is a varied and rewarding role for someone who is highly organised, people-focused and passionate about making a difference for wildlife and people in Suffolk.

This is a fantastic opportunity to get involved with a local wildlife trust and do amazing things for wildlife.



**Could this be your next career move?**

This is an exciting career opportunity and the chance to make a real impact for nature

Credit: D. Boulton





**Marsh Harrier**



# About Suffolk Wildlife Trust

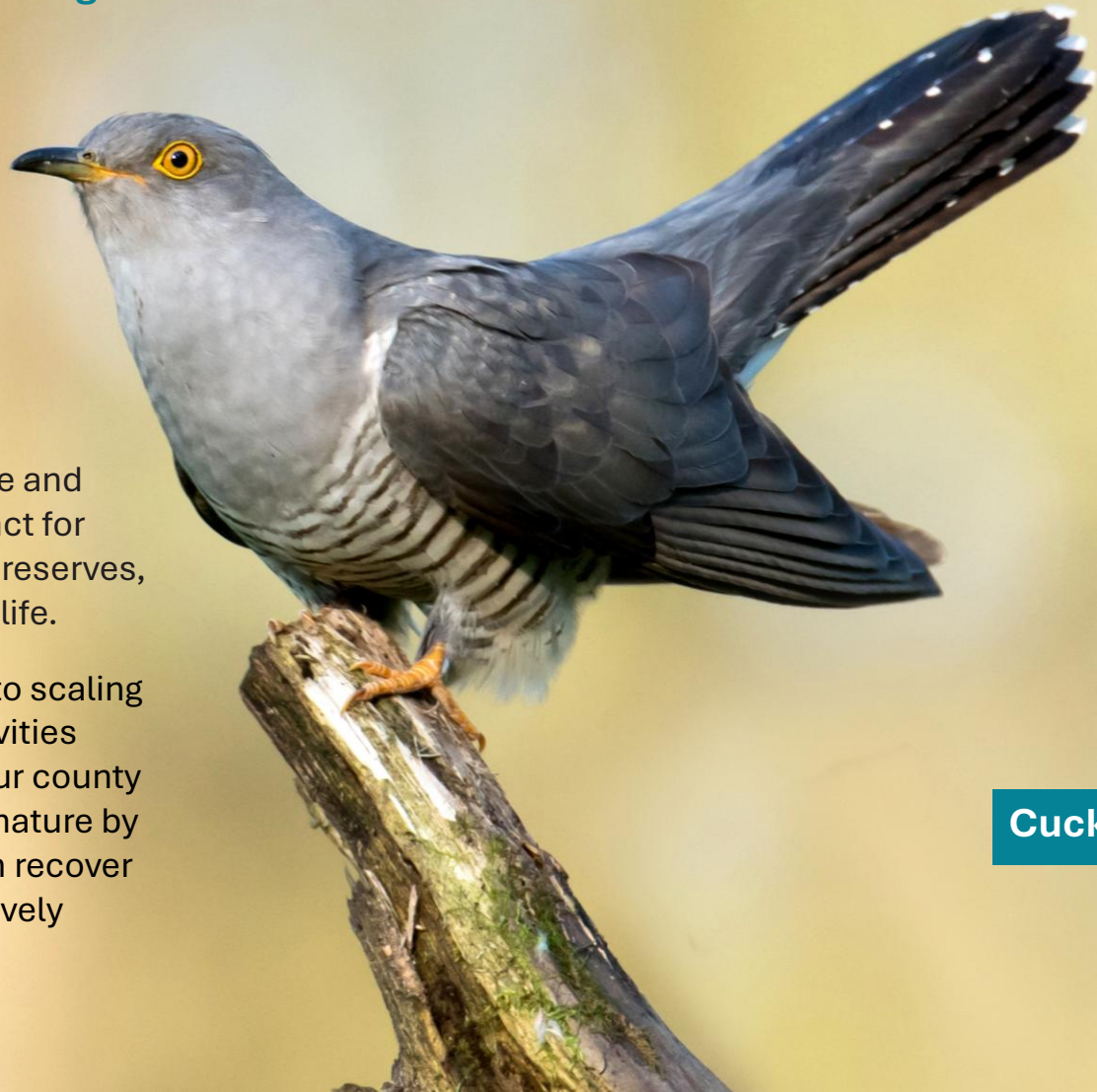
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**Suffolk Wildlife Trust is the county's nature charity – protecting and restoring Suffolk's wildlife.**

Since the Trust was founded in 1961, we have been leading conservation efforts in Suffolk and have safeguarded some of the county's most important wildlife areas as nature reserves.

As a grass-roots organisation, we aim to deliver our ambitious mission to **'Bringing Nature Back'** by inspiring people and empowering communities to care and to act for nature, as well as managing our 50 nature reserves, two visitor centers and advocating for wildlife.

In the decade to 2030, we are committed to scaling up our conservation and engagement activities across the county. Our aim is for 30% of our county to be connected and well looked after for nature by 2030, so that our species and habitats can recover and thrive – and for 1 in 4 people to be actively helping to achieve this.



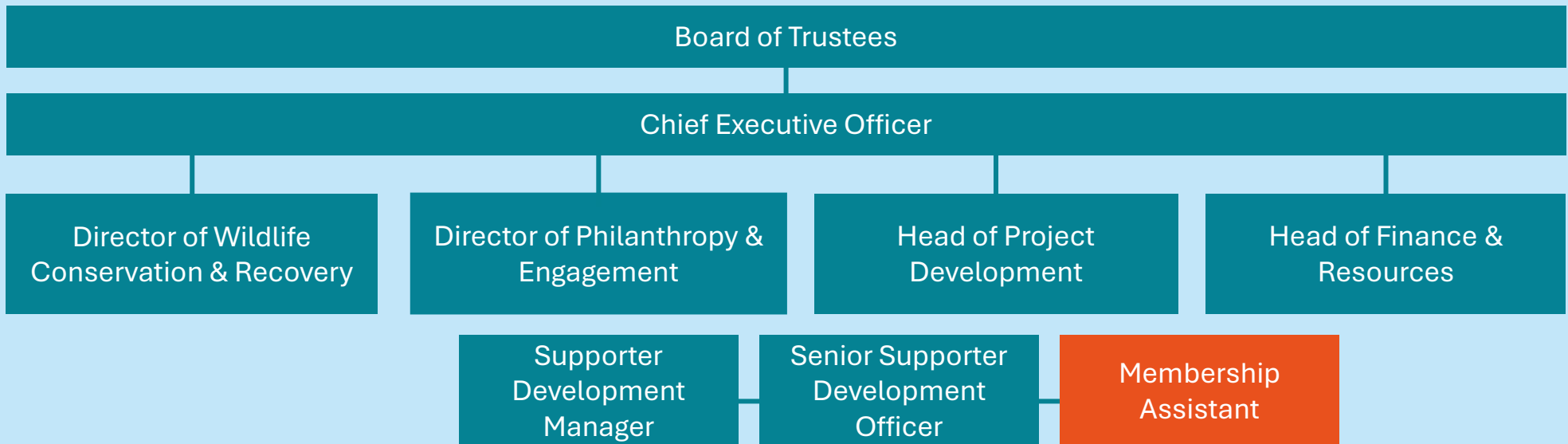
**Cuckoo**

# About Suffolk Wildlife Trust

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## Suffolk Wildlife Trust is an organisation that makes a difference

We are a registered charity with a Board of Trustees, 100 members of staff, 1,300 volunteers and 28,000 members. The Trust is part of The Wildlife Trusts – a UK federation of 46 local Wildlife Trusts through the UK that together has a powerful collective voice with over 850,000 members and caring for more than 2,300 nature reserves. Suffolk Wildlife Trust have five departments, each with a senior leader or ‘Head of’ responsible for a key area of activity and a team of Managers who bring operational leadership to their area of activity.



## Our culture matters to us and enables us to achieve more for wildlife

Suffolk Wildlife Trust is a gutsy organisation. We are driven by our shared values for nature & support each other to be the best we can. We constantly strive to communicate & collaborate brilliantly, representing the wildlife trust in a welcoming, professional & well-informed manner.





**Every staff role has three key areas of focus that directly support our mission to bring nature back.** Typically, you should expect to spend 80% of your time on:

## 1. Membership Administration

- Use the Trust's Database to maintain contact details and financial records for members and donors in line with GDPR requirements.
- Learn the key processes required to run the Trust's membership, to support the Senior Supporter Development Officer as needed e.g. direct debit run procedures and build resilience into our systems
- Take responsibility for the day-to-day processing of memberships:
  - Manage correspondence and telephone contact with new members including welcome packs and calls.
  - Process membership data for new, renewing and lapsed members.
  - Process membership payments, including Direct Debits, PayPal and Gift Aid.
- Manage correspondence and contact with existing members including members' telephone and written enquiries and renewal reminders.
- Support the Senior Supporter Development Officer in the continued development of the membership admin systems and opportunities for streamlining, to support continued membership growth, these include retention strategies such as scheduling emails, retention calls and thank you letters and key points of a membership cycle.  
Liaise with Membership Recruitment Agency (CFF) processing new memberships, processing invoices, maintain cancellations for reactivation calls and ultimately process cancellations and credit notes.



**Dormouse**

## 2. Membership & Fundraising Resources

- Co-ordinate magazine mail outs to members, primarily through the volunteer delivery network
- Support the network of volunteer magazine deliverers, and answer queries and arrange recruitment of new volunteers as and when required and develop and improve the delivery network by working with coordinators to better organise their rounds, reorganising groups to maximise efficiency and ensure volunteers aren't over stretched and so remain engaged.
- 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, & other materials to ensure staff across the county have the resources needed for day-to-day activities and special events.

## 3. CRM System

- Be a high-level user of the Charity CRM database.
- Assist the Supporter Development Manager in providing training, support and troubleshooting to colleagues to facilitate the effective use of Charity CRM across the Trust in line with GDPR requirements.
- Liaise with the Charity CRM support team as necessary to address issues that may arise during the day-to day running of the system.
- Provide administrative support for fundraising activities and follow up to members and donors.
- Continuous improvement of data quality and integrity by proactively identifying and resolving data issues, ongoing data cleansing, and implement process improvements.



Frog Orchid



## Our Culture

**Our organisational culture matters to us and enables us to achieve more for wildlife.**

Your role description explains the three key areas of focus of your role. What is equally important is how you do it. Suffolk Wildlife Trust is a gutsy organisation - we show courage, determination and spirit, learning from experience and embracing new ideas.

We are driven by our shared beliefs, values, passion for nature and supporting each other – staff and volunteers - to be the best we can to deliver for nature.

We strive to communicate and collaborate brilliantly, representing Suffolk Wildlife Trust in a friendly, professional and well-informed manner.

## Supporting Colleagues

This is a cross-team role, providing support to colleagues and our wonderful volunteers through the systems and processes you manage, and your can-do attitude and approach.

### Our Beliefs

Everything we do, and how we do it, reflects our belief in nature:

**Nature has value in its own right**

**The world of nature is a place for everyone**

**People will care more and do more to help if they feel connected to nature.**

**Everyone will benefit from the environmental, social and economic benefits the natural world brings to society.**

### Our Culture

Our culture is how we work together, to empower each other, and our county, to achieve more for nature:

**We Support each other**

**People flourish**

**Agility and innovation drive success**

**Collaboration strengthens our impact**

**Everyone plays their part**

**Inclusively thrives**





Suffolk  
Wildlife  
Trust



Barn Owls



	Essential	Desirable
A personal commitment to Suffolk Wildlife Trust's mission to bring nature back	✓	
Strong IT skills using of Microsoft 365 (including SharePoint & Teams)	✓	
Experience using databases (CharityCRM specifically is desirable)	✓	✓
Experience of working in an administrative, office or customer service role.	✓	
Strong organisational and administrative skills, with strong attention to detail.	✓	
Good understanding of data protection and GDPR principles.	✓	
Good written and verbal communication skills, with a professional and friendly manner on the phone and in writing.	✓	
Understanding of, or willingness to learn, processes related to Direct Debits, Gift Aid, and other charitable income mechanisms.	✓	
A methodical and conscientious approach to work, with a commitment to maintaining accurate records and data.	✓	
A 'can-do' approach to work and working with others.	✓	
Able to handle difficult discussions, confidential information with sensitivity & discretion.	✓	
Prior experience working or volunteering in the charity or membership sector (desirable).		✓
Understanding of charity fundraising practices and regulations (desirable).		✓

## Terms and Conditions

This is a permanent role and we are advertising for a full-time position (37.5 hours per week, Monday to Friday). We will consider applications from those looking for part-time hours (22.5 hours per week upwards) - we can be flexible on days and hours worked. The role will be based at our Head Office Brooke House in Ashbocking and we operate flexible homeworking arrangements where colleagues spend more time working together than homeworking. The starting salary will be £23,998.00 (as a full-time equivalent).

## Employee Benefits

Annual leave entitlement starts at 33 days (FTE) per annum (including Bank Holidays), increasing annually to 38 days (FTE) plus employees receive an extra day off for their birthday.

We offer a 9% employer pension contribution with no employee contribution required, free 24-hour Employee Assistance Programme, free life insurance from day one of employment, free access to a private GP for themselves and their household and discounts at high street retailers. Staff can also enjoy a 10% discount in our visitor centre cafes, including retail plus public engagement staff receive logo clothing.

As part of our team, you'll join a passionate organisation dedicated to enhancing the natural world, with opportunities to work across some of the most beautiful locations in the county.



Kingfisher



# How to apply

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To apply for this opportunity, please submit an application via our website by 9:00am on Monday 21 July 2025. The application process will include uploading a CV and optional cover letter.

The interviews are planned for Monday 04 August 2025 at our Head Office Brooke House in Ashbocking. Please indicate on the application your availability for interview (between 9:30am and 4:00pm).

If you would like an informal discussion about the role, you can email me on [maddie.brindle@suffolkwildlifetrust.org](mailto:maddie.brindle@suffolkwildlifetrust.org).

Thank you for your interest in bringing your talents, experience and skills to Suffolk Wildlife Trust. I look forward to receiving your application.

Maddie Brindle  
**Senior Supporter Development Officer**



Nightingale





**Together, we can create a  
wilder Suffolk for everyone**