



## VOLUNTEER ROLE DESCRIPTION

# Membership Retention Call Volunteer

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<b>LOCATION:</b>	Brooke House
<b>TEAM:</b>	Membership
<b>VOLUNTEER MANAGER:</b>	Senior Supporter Development Officer

## ROLE PURPOSE

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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.

Volunteers will support with a range of varied tasks including:

- Contacting Suffolk Wildlife Trust new Members and welcoming them three months into their membership.
- Answering any questions from the member.
- Keeping records of calls using the CRM database system.
- Issuing out any missing paperwork or information requested.
- Create supporter satisfaction.
- Collecting feedback about our services, then recording and collating the data.
- General office administration.

We are looking for a volunteer for minimum two-to-three hours per week that can be flexible to suit you. You'll be based at our head office at Brooke House, Ashbocking, Ipswich within the office opening hours of Monday to Friday, 9am to 5pm.

Any previous office and telephone experience would be welcome although not essential as we will provide free training for your role. We are ideally looking for volunteers who have:

- Good communication and attention to detail skills.
- Enjoy talking to a large range of individuals about the work of the Trust.
- Basic IT computer skills

If you are confident with using computers and can be organised, reliable and flexible then we would love to hear from you.

## OUR CULTURE

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[Our organisational culture matters to us and enables us to achieve more for wildlife.](#)

All Suffolk Wildlife Trust volunteers receive health and safety and safeguarding training, and any other training relevant to the role, to ensure our volunteers are volunteering in a safe environment and understand the relevant compliance needs.

We are driven by our shared values and passion for nature and support each other – staff and volunteers - to be the best we can to deliver for nature. We constantly strive to communicate and collaborate brilliantly, representing Suffolk Wildlife Trust in a friendly, professional and well-informed manner.

## **WILD ABOUT INCLUSION**

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Suffolk Wildlife Trust is committed to an inclusive and diverse workplace where everyone is welcome. As a conservation charity, we recognise the importance of diversity in both nature and our workforce of staff and volunteers. We strive to ensure that everyone feels valued and empowered to contribute to our vision of “A Wilder Suffolk where nature is thriving and abundant because everyone is doing more to help”.