

# Supporter Development 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.



# The Opportunity

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**Suffolk Wildlife Trust is seeking an enthusiastic and suitably-qualified Supporter Development Assistant to help play a key role in scaling up our impact in the lead-up to 2030.**

In the decade to 2030 we aim for 30% of Suffolk to be connected and well looked after for nature, and for 1 in 4 people in Suffolk to be actively helping to make that happen. This role helps build the supporter power to get us there by delivering an excellent membership experience & ensuring our members feel valued, informed and connected to the work of Suffolk Wildlife Trust.

The post holder will take responsibility for the efficient day-to-day administration of the Trust's membership schemes, using the Charity CRM database to maintain accurate contact & financial records in line with GDPR. This includes processing new, renewing and lapsed memberships, handling payments (Direct Debits, PayPal & Gift Aid) and providing consistently high-quality communication with members through enquiries, welcome packs, renewal reminders and supporter care.



**Badger**

# The Opportunity

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You'll also support member growth and retention by helping deliver key supporter journey communications, thanking activity and retention projects, and by liaising with external partners such as the membership recruitment agency. Alongside this, you'll help co-ordinate membership resources such as welcome packs, leaflets and magazine mail-outs (working with the volunteer delivery network), and contribute to continuous improvement in data quality, reporting and processes to strengthen our systems and supporter relationships.

To succeed in this role, you'll be committed to Suffolk Wildlife Trust's mission and bring a proactive, 'can-do' approach. You'll have experience in an administrative, office or customer service role, with strong organisation, attention to detail and a methodical approach to maintaining accurate records.

You'll be confident using Microsoft 365 and databases/systems with an understanding of GDPR and data protection. You'll communicate professionally and warmly by phone and in writing, handling confidential information and difficult conversations with sensitivity. Willingness to learn Direct Debits, Gift Aid and charity income processes is essential; charity/membership sector experience is desirable.



Lapwing

Credit: Kevin Sawford



Marsh Harrier

# About Suffolk Wildlife Trust

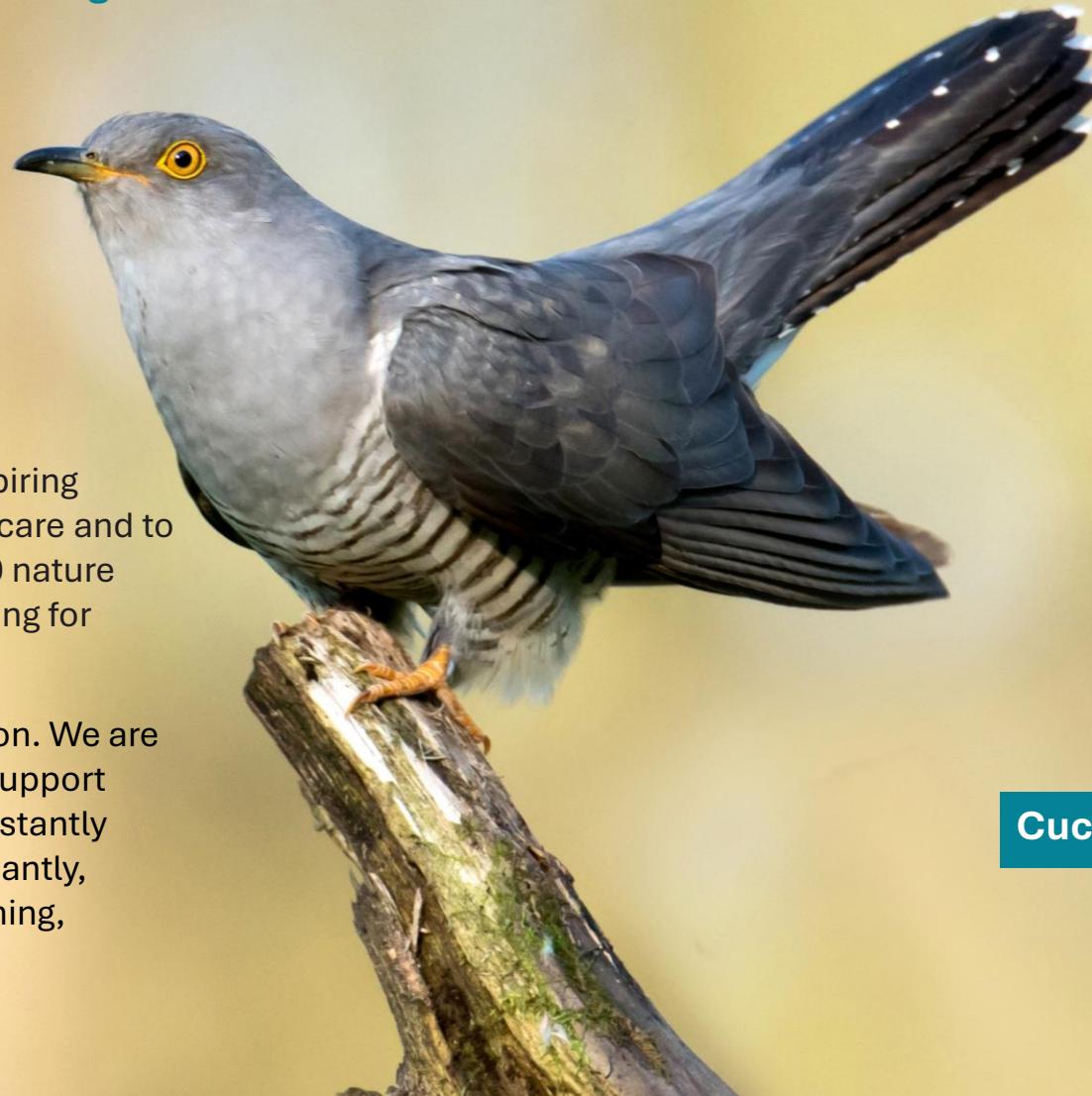
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**Suffolk Wildlife Trust is the county's nature charity – protecting and restoring Suffolk's wildlife.**

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 to Suffolk'** 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.

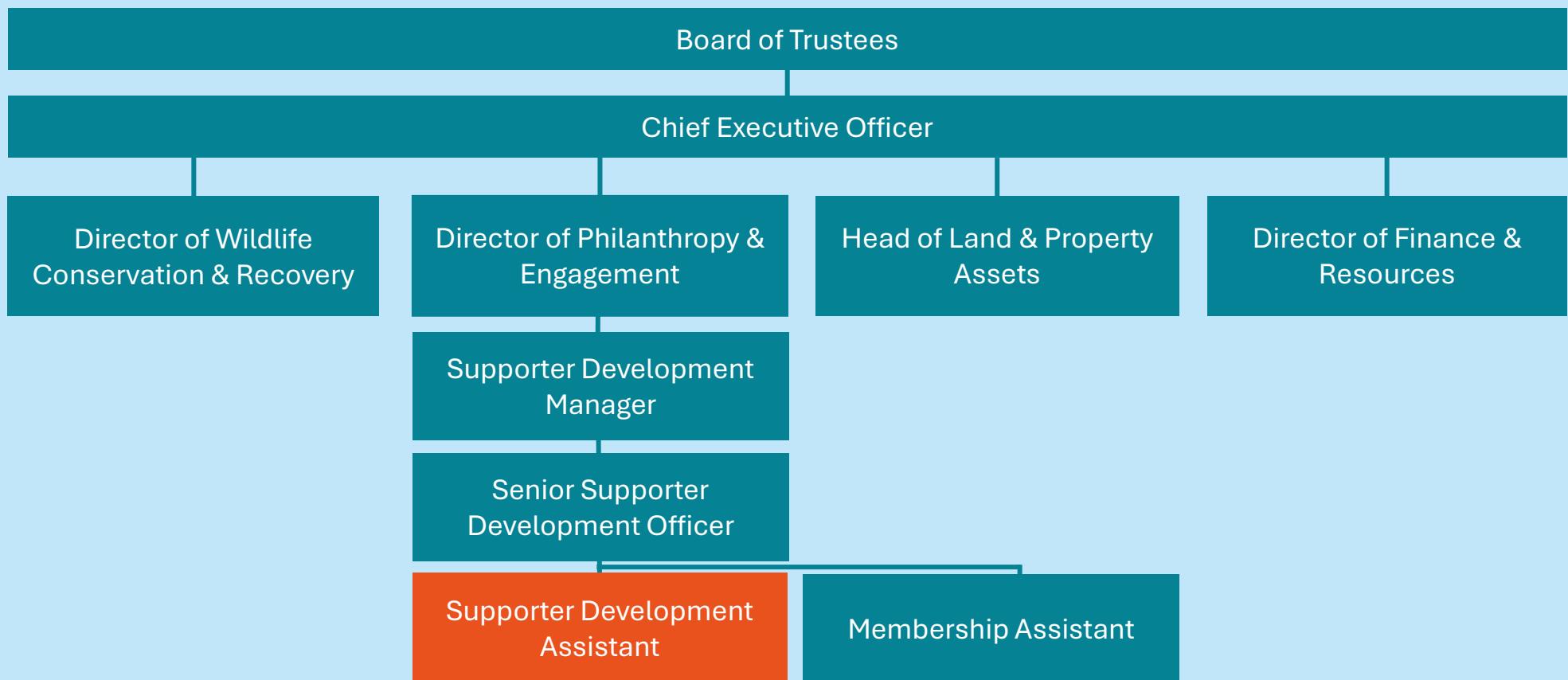
Suffolk Wildlife Trust is a gutsy organisation. We are driven by our shared values for nature & support each other to be the best we can. We constantly strive to communicate & collaborate brilliantly, representing the wildlife trust in a welcoming, professional & well-informed manner.



**Cuckoo**

## 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.





# Suffolk Wildlife Trust



**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 assist with new and ongoing supporter growth and retention projects. This could include scheduling emails at different touch points in the supporter journey, conducting retention calls, implementing our supporter thanking programme, and assisting with campaigns.
- Liaise with Membership Recruitment Agency (CFF) processing new memberships, processing invoices, maintain cancellations for reactivation calls and ultimately process cancellations and credit notes.



## 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. Membership Database

- 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.



## 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**



Credit: Eleanor Church

# Person Specification

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	Essential	Desirable
A personal commitment to Suffolk Wildlife Trust's mission to bring back nature.		
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.		✓
Understanding of charity fundraising practices and regulations.		✓

## Terms and Conditions

This is a fixed-term maternity cover position working 22.5 hours per week over three days (office hours are Monday to Friday from 9:00am to 5:00pm) based at Brooke House in Ashbocking. There may be opportunity for the role to become a permanent contract. We operate flexible homeworking arrangements where colleagues spend more time working together than homeworking. The starting salary is £14,398.80 per annum pro-rata (FTE £23,998.00).

## Employee Benefits

Annual leave entitlement starts at 33 days per annum (including Bank Holidays), increasing annually to 38 days (pro-rata for part-time staff), plus employees receive an additional 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

To apply for this opportunity, please submit an application via our website by 9:00am on Tuesday 17 February 2026.

The interviews are planned for Monday 23 February 2026 at Brooke House. 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**



Dragonfly



**Suffolk**  
Wildlife Trust



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

Registered charity no. 262777