



Suffolk
Wildlife Trust

Supporter Development Assistant



Barn Owl

The Supporter Development Assistant Opportunity

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.



Lapwing

Credit: kevin Sawford

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.





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Badger

About Suffolk Wildlife Trust

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

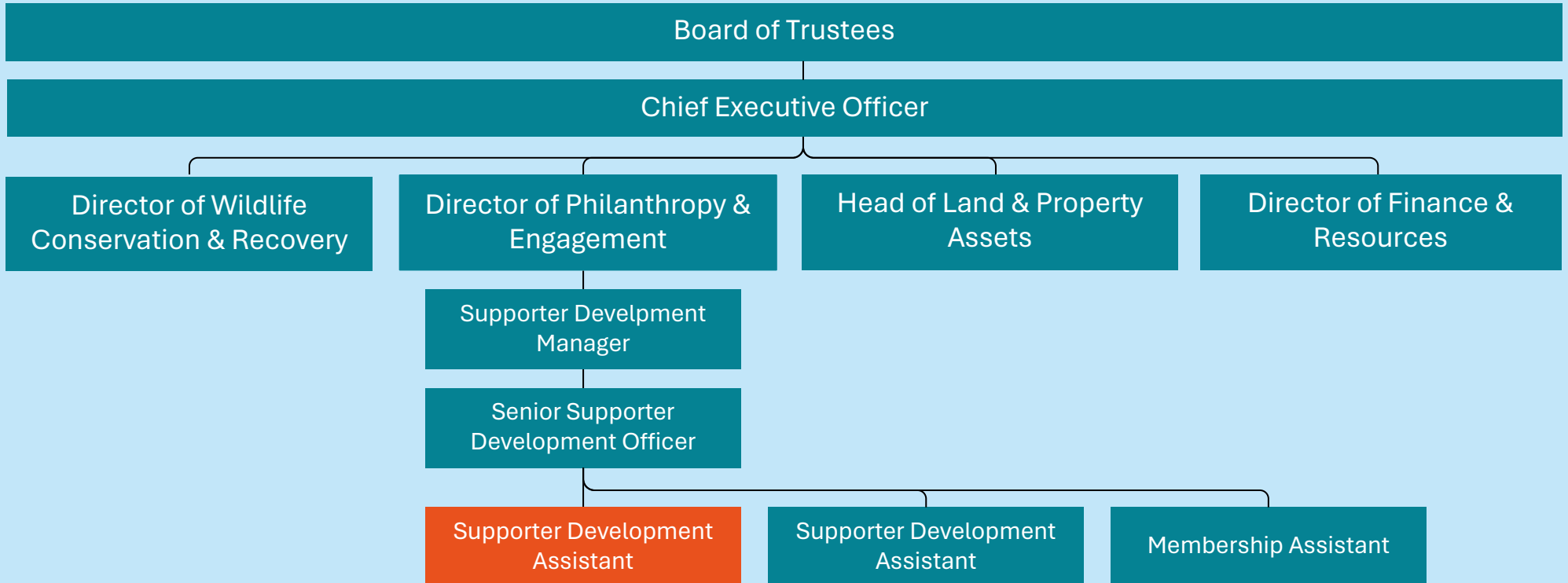
Suffolk Wildlife Trust is an organisation that makes a difference.



We are a registered charity with a Board of Trustees, 1,300 volunteers & 28,000 members. We are 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 & caring for more than 2,300 nature reserves.



We employ around 100 staff across 15 departments, organised within three main directorates. Each directorate is led by a Director, and each department has an Operational Lead who provides leadership for a key area of activity.



Our Beliefs, Values & Culture

At Suffolk Wildlife Trust, our organisational culture matters to us. It enables us to achieve more for wildlife and it shapes how we work together every day. Your job description explains the three key areas of focus for your role. What is equally important is how you do it. We are a gutsy organisation - we show courage, determination & spirit - learning from experience & embracing new ideas. We are driven by our shared beliefs, organisational values & passion to achieve more for nature and by supporting each other - staff & volunteers - to be the best we can to deliver for nature.

Our Beliefs Anchor Us

Everything we do, and how we do it, is anchored in our fundamental belief in the natural world.

We believe:

Nature has value in its own right.

We all share a responsibility for nature.

Society thrives when nature thrives.

Our Values Guide Us

Our values guide how we operate and the decisions we make, so we can achieve more for nature:

Tenacity: We lead by example and are gutsy in our ambition for nature and in how we use our voice.

Inclusion: We value and respect diverse voices & thinking to advocate and act for nature.

Pragmatism: We are impact-led in the methods, solutions and partnerships we choose to drive nature's recovery.

Our Culture Empowers Us

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

Nature-led: We are driven by a shared passion for nature and support each other to be the best we can.

Collaborative: We communicate and collaborate brilliantly to amplify our impact and celebrate each other's achievements.

Trusting: Our staff and volunteers are trusted and accountable to deliver our ambition for nature.

Reflective: We are evidence-led, we challenge ourselves, and we embrace new ideas and learn from experience.

Safe: We always work safely and responsibly.

Role Description

Every role has three key areas of focus known as the “Power of 3” to support our mission, vision & strategic goals. Typically, you should expect to spend 80% of your time on the following:

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
- Liaise with Membership Recruitment Agency (CFF) processing new memberships, processing invoices, maintain cancellations for reactivation calls and ultimately process cancellations and credit notes.



Dormouse

Credit: Jesse Jacobs

- 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.

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.

Person Specification

Essential

- 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.

Desirable

- Prior experience working or volunteering in the charity or membership sector.
- Understanding of charity fundraising practices and regulations.



Terms & Conditions

Terms & Conditions

This is a fixed-term maternity cover position expected to last until May 2027, working 22.5 hours per week on Wednesdays, Thursdays and Friday's each week (9:00am to 5:00pm) based at Brooke House in Ashbocking. We operate flexible homeworking arrangements where colleagues spend more time working together than homeworking. The starting salary is £15,171.00 per annum pro-rata (FTE £25,285.00).

Employee Benefits

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

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.

Disability Confident Employer

We are a Disability Confident employer committed to making our recruitment processes & workplace culture inclusive & fair for all. Information can be provided in alternative & accessible formats on request to peopleandculture@suffolkwildlifetrust.org. We offer an interview to disabled applicants who meet the minimum criteria for the role and provide reasonable adjustments where needed during recruitment and in the workplace.



Black Cap

How to Apply

To apply for this opportunity, please submit an application via our website by 9:00am on Wednesday 03 June 2026.

Please note, applications will be shortlisted and interviews arranged as and when applications are submitted. Please note, the closing date may be brought forward.

If you would like an informal discussion about the role, you can email me on 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



Hare



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