



**Somerset**  
Wildlife Trust



# Wilder Somerset

## 2030



More space for nature where wildlife thrives  
with more people on nature's side



### **Job description:**

**Supporter Care  
Administrator**

Somerset Wildlife Trust is a local independent charity and the only organisation uniquely focused on improving the natural environment of Somerset for the benefit of wildlife and people. We champion Somerset's stunning, diverse, and important natural environment, making the case for nature to the public and politicians. We protect wildlife and lead the recovery of the environment by example, including on our nature reserves.

Somerset Wildlife Trust is one of 46 Wildlife Trusts across Britain which together with the *Royal Society of Wildlife Trusts* collectively form *The Wildlife Trusts*. We are the biggest charity movement in the UK working solely for nature and we believe that restoring nature on a landscape scale is essential for tackling climate change and biodiversity loss.

The climate and ecological crises require comprehensive, ambitious solutions and urgent action across all sections of society. The crises are also inexorably linked so it is vital that our new strategy, ['Wilder Somerset 2030'](#) is delivered with both at its core. We recognise that people are part of the solution and everyone has a role to play in restoring nature and averting the worst of the climate change. Research suggests that if 1 in 4 people in society take action then social tipping points can be achieved and widespread positive change can happen. This underpins one of our key strategic goals and Team Wilder is our delivery approach to inspiring and empowering others to help nature recover.

### Our New Vision

To deliver a Somerset wide nature recovery network creating more space for wildlife, benefiting everyone, and playing its part in helping us reverse biodiversity loss and tackle the climate crisis.

### Our New Mission

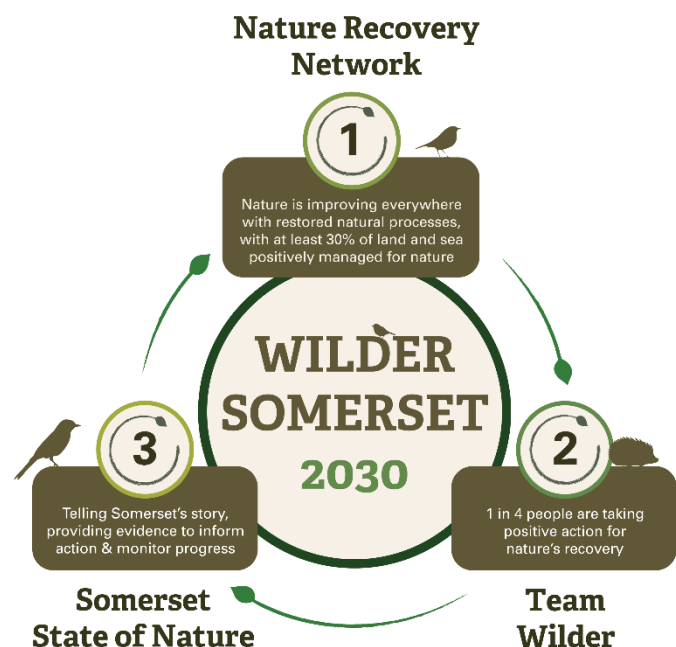
To champion the change needed to rebalance our relationship with wildlife and the natural world.

### Our Goals for 2030:

To ensure that nature is improving across the county, supported by restored natural processes, and is connected and protected through a Nature Recovery Network, with at least 30% of land and sea managed positively for nature.

For nature to be valued and protected by everyone, building a movement with at least 1 in 4 people taking action for nature's recovery across Somerset.

By 2030 to tell the story of nature's recovery in Somerset through a shared, live online State of Nature tool that monitors progress and informs action.



### About the post

<b>Job Title</b>	Supporter Care Administrator
<b>Grade</b>	Staff Grade Level 2
<b>Reports To</b>	Fundraising Development Manager
<b>Team</b>	Fundraising
<b>Responsible for</b>	N/A
<b>Job Purpose</b>	To provide great supporter care and key support to the fundraising team, particularly membership and community fundraising, to maximise engagement and income from supporters of Somerset Wildlife Trust.
<b>Position</b>	Permanent, 0.4FTE – hybrid working with at least 1 day a week in the Taunton office. Ideal working days would be Thursday and Friday, but some flexibility may be available for the right candidate. Subject to completion of a 6 month probationary period.
<b>Working Relationships</b>	<b>Internal:</b> Fundraising team, all staff, trustees and volunteers
	<b>External:</b> Somerset Wildlife Trust members and donors, the general public, suppliers and contacts from other Trusts
<b>Benefits of working for Somerset Wildlife Trust</b>	<p>We offer some fantastic benefits including:</p> <ul style="list-style-type: none"> <li>• 7% employer pension contribution</li> <li>• Life insurance</li> <li>• Flexible and agile working</li> <li>• Wellbeing support – EAP, wellbeing champions</li> <li>• Diversity networks through RSWT/TWT</li> <li>• Paid volunteer days</li> <li>• Continuous Professional Development opportunities</li> <li>• 33 days of holiday (25 + bank holidays)</li> <li>• Staff social calendar and events</li> </ul> <p><b>The opportunity to make a real and positive difference to nature, communities and the climate</b></p>

## Job Description – Key Responsibilities and Tasks

### The Supporter Care Administrator will meet Fundraising Strategic Targets by:

Providing great supporter care and record keeping, and key support to the fundraising team, to maximise engagement and income from supporters of Somerset Wildlife Trust.

#### Responsibility 1: Supporter care

- Being the first point of contact for the majority of our supporters and offer first-class stewardship to ensure our members, donors and fundraisers feel well-supported.
- Maintaining the highest standards of supporter care, including when responding to enquiries, judging when to involve other fundraisers to maximise potential support and income.

## **Responsibility 2: CRM (Raiser's Edge) & Systems**

- Providing efficient data entry and administration, including for membership, fundraising appeals, community fundraising and events, processing all donations, including credit card payments, cheques and BACS accurately and acknowledging donations in a timely manner.
- Maintaining accurate and up to date records on the Trust's supporter database (Raiser's Edge), including by uploading new memberships, donations and event attendees and updating records. Work with other team members to manage the recording of fundraising activity and income to help them become confident users.
- Producing electronic member retention letters and work with the Database Officer make other improvements to processes to maximise effective use of Raiser's Edge.
- Assisting in the ongoing development and improvement of Raiser's Edge and in the support of other teams using the system.
- Supporting Fundraising colleagues with other systems used in the day to work of the team.

## **Responsibility 3: Team administration**

- Being able to manage multiple tasks and requirements whilst demonstrating excellent time management
- Demonstrating good problem-solving skills and be able to work independently to deal with most enquiries and issues arising during the day.
- Providing administrative support for the Fundraising team.
- Identifying and propose improvements that can be made to internal processes to help make the team more efficient.
- Supporting with member events, including the AGM.

## **General**

- The job holder is required to follow and comply with all policies and procedures of Somerset Wildlife Trust which includes our health and safety and safeguarding procedures, ensuring the personal safety of all staff, volunteers, young people and vulnerable adults involved in the project.
- To carry out other duties relevant to your post as reasonably required by your line manager including out of hours work and the occasional weekend.
- To reflect the Somerset Wildlife Trust Values all areas of work.
- To work collaboratively with other Wildlife Trusts to share learning and achieve greater impact collectively.
- Somerset Wildlife Trust is committed to creating a more digital culture across the organisation. We aim to become more collaborative, agile and efficient through the use of digital technology. A basic level of digital skills is expected of all staff with the opportunity to improve these skills with career progression.
- Somerset Wildlife Trust has an Equality, Diversity and Inclusion Plan and is committed to continuing to improve the equality, diversity and inclusion of every aspect of our work; we know we need to engage with everyone to live our Values and achieve our goals. We welcome applications from everyone and are happy to discuss any accommodations or arrangements that would make the recruitment process better for you, and the working environment should you be employed.

## PERSON SPECIFICATION

To succeed in this role you will need to demonstrate:

	<b><i>Essentials</i></b>	<b><i>Desirables</i></b>
<b>Qualifications</b>	Minimum of 5 GCSEs including Maths and English or equivalent qualifications	
<b>Experience/Knowledge</b>	<p>Experience of working in an environment that demands high levels of customer service to succeed.</p> <p>At least two years' experience working in a busy, front line, office.</p> <p>High computer literacy with comprehensive knowledge of Microsoft Office applications</p>	<p>Experience of membership/supporter databases, contact and payment histories</p> <p>Experience of basic financial accounting in an office environment</p> <p>Experience of working with relational databases and data input</p> <p>Experience of Direct Debit administration and credit card processing</p> <p>Knowledge of GDPR and keeping information confidential.</p>
<b>Skills</b>	<p>Ability to digest and follow an ordered set of processes and procedures.</p> <p>Excellent customer care skills, including by telephone</p> <p>Quick and accurate data entry and strong attention to detail</p> <p>Excellent organizational skills – able to prioritise and manage a varied workload to tight and competing deadlines.</p> <p>Excellent oral, written and numerical communication skills</p>	
<b>Attributes</b>	<p>Able to work under pressure and remain focused.</p> <p>Demonstrable commitment to continuous learning and improvement.</p> <p>Motivated by raising funds to support nature's recovery in Somerset.</p>	Committed to the aims of the Wildlife Trust movement

	<p>An excellent team player, but also able to work on own initiative and with a high degree of autonomy.</p> <p>Warm and approachable with the ability to establish trust &amp; build strong and consistent relationships with diverse audiences.</p>	
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## SOMERSET WILDLIFE TRUST'S WORKING VALUES AND EXPECTATIONS

### Developing Somerset Wildlife Trust

To deliver our Wilder Somerset 2030 plan we, Somerset Wildlife Trust, will need to build our charity, be clear in our priorities and ensure our own actions support our aims. We have a new set of Values that will inform all our decision-making and actions to bring about nature's recovery across Somerset.

- We are passionate about nature.
- We believe everyone can contribute to nature's recovery.
- We love Somerset - its amazing wildlife and its communities.
- We are confident and brave in standing up for nature.
- We encourage innovative thinking and action for nature's recovery.

### To deliver our strategy we will:

- Support, inspire and enable others to act while leading by example.
- Develop a Climate and Environment Strategy that delivers on our own environmental commitments within the Trust covering all areas of our operation and land use including procurement, utilities, facilities, and transport to achieve carbon neutrality by 2030.
- Use our resources efficiently and effectively, harnessing the diversity, talent and commitment of our staff and supporters.
- Expand our supporter base and sources of income, including through embracing new opportunities to generate income streams that are compatible with our strategic goals and maintain financial stability.
- Embrace new ways to grow our impact and reach, with a particular focus on expanding our digital knowledge and experience.

