



## 1. JOB DESCRIPTION

- Job Title** : Fundraising & Membership Officer (Fixed Term Contract)
- Group/Team** : Business Support & Development / Fundraising Team
- Working Base** : The Old Ragged School
- Responsible to** : Individual Giving & Membership Manager
- Responsible for** : Volunteers
- Overall Purpose of Job** :
- Provide an outstanding service to members and supporters
  - Provide administration and systems support to facilitate the smooth running of the membership and supporter programmes, promoting Nottinghamshire Wildlife Trust as a highly professional and efficient organisation.
  - Contribute towards generating sustainable income from members and supporters, contributing to our Strategy
- Main Responsibilities** :
- Working with other members of the fundraising team and under the direction of the Individual Giving & Membership Manager, you will help to deliver the Trust's sustainable income targets.
  - To achieve this, you will work in these areas:
    - Members and regular donors
    - Appeals and one-off donations
    - Gifts in Memory
    - Business Partners
    - Major donors
    - Other supporters

## 2. JOB SPECIFICATION

- Line Management and Supervision** :
- No line management responsibility.
  - Supervise and direct work of appropriate volunteers.
- Responsibility, Budgets and Other Resources** :
- Provide outstanding supporter service to new and existing Nottinghamshire Wildlife Trust members and supporters, helping to achieve unrestricted income targets.
  - Using our in-house CRM:
    - Create and maintain records for new and existing members and supporters.

		<ul style="list-style-type: none"> <li>• Support the development of data reports to monitor and evaluate the effectiveness of our membership and supporter programmes.</li> </ul>
		<ul style="list-style-type: none"> <li>• Contribute to the delivery of the membership welcome journey.</li> <li>• Work in partnership with the Communications and Marketing team to distribute membership and supporter communications</li> </ul>
<b>Work Complexity</b>	:	<ul style="list-style-type: none"> <li>• By working collaboratively across teams, and efficiently using our in-house CRM, you will contribute to the delivery of a dynamic membership and supporter engagement programme, which generates income producing opportunities</li> </ul>
<b>Decision Making, Creativity and Innovation</b>	:	<ul style="list-style-type: none"> <li>• Work alongside members of the fundraising team to evaluate existing ideas and initiatives (internally and externally), with a view to evolving our membership and supporter programmes.</li> <li>• Support fundraising &amp; membership communication and events.</li> <li>• Identify opportunities for continuous improvement.</li> </ul>
<b>People, Contacts and Representation</b>	:	<ul style="list-style-type: none"> <li>• The role contains elements of dealing with information of a confidential nature, and as such, the post holder will be expected to exercise the highest levels of discretion and sound judgement, while operating within the legislation contained in the Data Protection Act at all times.</li> <li>• To be the first point of contact for supporter and membership enquiries.</li> <li>• Liaise with a wide range of internal stakeholders, to make sure that essential tasks for optimising sustainable income are delivered in full and on time.</li> </ul>
<b>Working Conditions</b>	:	<ul style="list-style-type: none"> <li>• Full time</li> <li>• Fixed Term contract to cover secondment</li> <li>• This role is based at the Trust offices on Brook Street in Sneinton Market. There may be a need for travel across the county.</li> <li>• Occasional evening and weekend working will be required.</li> <li>• In order for the organisation to work effectively, the post-holder may be required to assist with other areas of work and therefore should be prepared to undertake other duties appropriate to the post.</li> <li>• This post is subject to a Basic DBS Check</li> </ul>

### 3. PERSON SPECIFICATION

**Job Title** : Fundraising & Membership Officer  
**Team** : Business Support & Development / Fundraising Team

	Essential	Desirable
<b>Experience</b>		
A proven track record of using databases	✓	
Working in a business or other professional organisations in office environment	✓	
Handling enquiries and requests from the general public	✓	
<b>Competence, Knowledge &amp; Skills</b>		
Microsoft Office (including Word and Excel)	✓	
Excellent telephone manner and approach to customer care	✓	
Highly efficient administration and organisation skills	✓	
Ability to prioritise workloads and meet tight deadlines	✓	
Flexible and positive outlook with the ability to adapt to a wide range of tasks	✓	
Good standard of numeracy and literacy	✓	
Excellent attention to detail	✓	
Analysis and interpretation of data		✓
Good understanding of Data Protection legislation		✓
Excellent inter-personal and communication skills	✓	
Ability to travel independently across the county		✓
Full Driving Licence (preferably clean)		✓
<b>Personal Qualities</b>		
Focused and determined	✓	
Self-starter with the ability to work without close supervision	✓	
Ability to work individually and as part of a team	✓	
High level of enthusiasm, self-motivation and self-discipline	✓	
Commitment to nature conservation		✓
Commitment to equality, diversity and inclusion and high standards of customer care	✓	