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**About us**

Yorkshire Wildlife Trust is one of the region’s largest and oldest charities, starting life by taking on the ownership and management of Askham Bog nature reserve on the edge of York in 1946. It is one of the 46 Wildlife Trusts and the *Royal Society of Wildlife Trusts* that collectively form *The Wildlife Trusts Partnership*. Together, they are biggest organisation in the UK working solely for nature.

Today, we employ 190 staff, work alongside circa 900 volunteers and are supported by nearly 44,000 members. We manage more than a hundred nature reserves covering just over 3,000 ha of land and work with many other land managers assisting them to improve wildlife on their land. We involve people in nature conservation through the simple inspiration of visiting a Trust nature reserve, through events, environmental education and community involvement. We communicate and advocate for nature across all of Yorkshire, not least through engaging and influencing the planning systems to help deliver YWT’s ambition for a nature-rich Yorkshire.

Our mission is to ***restore wildlife by making Yorkshire wilder together.***In pursuit of ourvision for, ***nature-rich and resilient land and seascapes stretching from the sea to cities and fells with healthy, thriving ecosystems meeting the needs of Yorkshire’s people and its wildlife.***

In 2020/21 we refreshed Yorkshire Wildlife Trust’s Strategy, to be bolder in our ambitions for a Wilder Yorkshire, from 2021 to 2025, we will focus on five delivery themes to:

* + Restore and Grow Wild Places;
  + Partner for a Wilder Yorkshire;
  + Create a Wilder Future;
  + Foster a One Trust culture; and to
  + Be Financially Strong and Sustainable.

# Job Description

Job Title: Supporter Services Assistant

Responsible for: Volunteers

Responsible to: Supporter Services Manager

Based at: St. Georges Place, York

Date last updated: 1st July 2025

Our Support Services Assistants provide a high-quality, accessible and efficient supporter care service which increases and strengthens relationships with the Trust and supports staff across the organisation (and particularly with the Fundraising & Engagement Directorate) to work more strategically and effectively.

## Main Purpose of the Role

* To act as the day-to-day contact point for all supporters, providing up-to-date and accurate information about our activities and offering help and advice as required.
* To accurately and securely gather, process and maintain our supporter data (including membership, donation, event and communication data) using a range of systems including the Trust’s website and CRM database.
* To assist with the testing of and to utilise, review and monitor the integrations between our CRM, our website and platforms such as Evergiving and Eventbrite, to enable the effective and efficient processing of incoming supporter data.
* To administer all regular processes and communications associated with the recruitment and retention of members, including the issuing of payment notices, welcome packs and our membership magazine.
* To support the development and delivery of membership events and activities which help to deepen engagement, increase impact and inspire advocacy, including our Annual General Meeting and Members’ Day.

**Tasks and Responsibilities**

* Provide an excellent administrative and stewardship service to existing members, including by supporting the development and delivery of an annual programme of recruitment and retention communications, activities and events.
* Ensure that all donations and correspondence are promptly and accurately processed, recorded and thanked in line with the Trust’s policy and within agreed timeframes.
* Gather information from supporters that will assist in maximising the effectiveness of supporter communications, visitor experiences and fundraising appeals and campaigns.
* Ensure that all data held about our members and supporters is relevant, up to date and accessible and is treated in accordance with data protection legislation and Trust policies.
* Ensure all enquires, including supporter-care related compliments, comments and complaints, are handled appropriately, professionally and in a timely manner.
* Take ownership for the stock and distribution of membership materials, such as leaflets, ensuring an adequate supply is maintained to fulfil marketing and recruitment requirements.
* Support with the administration of events across the Trust, especially by taking bookings and responding to enquiries.
* Become fully trained and competent in the use of YWT’s CRM database software, and all relevant integrated platforms, such as Eventbrite.
* Collaborate with colleagues at YWT and RSWT to securely and efficiently manage shared data and administrative processes.
* Play a proactive part in the Fundraising and Engagement Team, working collaboratively to support the achievement of our shared objectives, and to provide reception cover when required for the Finance & Central Services Team.
* Work with the Supporter Services Manager to implement and deliver ad hoc supporter care projects as necessary.
* Work closely with the Supporter Services Manager in supporting the implementation of new processes and technologies, addressing training needs and developing best practice within the team.

**Other**

* Promote the Trust and partner organisations whenever possible.
* Demonstrate our Trust values every day behaving with courage, respect, and integrity whilst trusting others and taking responsibility for your actions at all times.
* Support and promote the Trust’s commitment to equality, diversity and inclusion.
* The Trust is committed to safeguarding and promoting the welfare of children, young people, and adults at risk and expects all staff and volunteers to share this commitment.
* Abide by all Trust policies.
* Undertake any other duties as requested by your line manager and in line with the post.

# Person Specification

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| **Experience** | **Essential/Desirable** |
| Significant experience of providing excellent standards of supporter care, especially within a charity or fundraising context. | Essential |
| Significant experience in providing robust administrative support and working with colleagues across multiple teams to promote efficient and collaborative working. | Essential |
| Experience of securely collecting, collating, and maintaining large quantities of written and numerical data. | Essential |
| Experience of working within a busy team and office environment. | Desirable |
| Experience of working to deadlines in a target driven environment. | Desirable |
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| **Knowledge and Skills** | **Essential/Desirable** |
| A good understanding of data protection legislation and best practice and how to apply this. | Essential |
| A good understanding of excellent customer service and how this relates to building income and engagement. | Essential |
| A general knowledge of wildlife, nature conservation and environmental issues in the UK. | Desirable |
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| **Personal Qualities** | **Essential/Desirable** |
| A good communicator with a positive and enthusiastic and friendly approach. Is confident interacting with a wide range of colleagues and supporters. | Essential |
| Is motivated by consistently delivering an exemplary level of customer experience and care. | Essential |
| Is able to work confidently alone with drive and initiative and also as part of a team which thrives in a busy environment and is highly motivated to achieve ambitious time-bound targets. | Essential |
| Has a passion for the work of Yorkshire Wildlife Trust and a desire to communicate this to others. | Desirable |
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| **Essential Qualifications/Requirements** | **Essential** |
| Highly competent in the use of office-based computing software, such as Microsoft Word, Excel, Outlook and CRM databases, and digital platforms such as Eventbrite. Is also able to perform basic website updates and operations. | Essential |
| Has excellent communication skills, an outstanding telephone manner and an ability to clearly articulate information, processes and procedures to others. | Essential |
| Good time management skills and an ability to work flexibly, problem-solve and deliver competing objectives to tight deadlines with independence, drive, initiative and accuracy. | Essential |
| Has excellent organisational and administration skills. Is numerate and with excellent attention to detail. | Essential |

**Terms and Conditions**

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| Salary: | £22,995 per annum (pro rata) |
| Hours: | 35 hours per week, across Monday to Friday  The nature of the post’s duties may occasionally require evening and/or weekend work.  Paid overtime is not available, but time off in lieu will be given for essential additional hours worked. |
| Contract | Permanent. A probationary period of 6 months applies, during which you will be required to complete all essential, mandatory training. |
| Flexibility: | Whilst ensuring the needs of the business and the role are met, the Trust endeavours to meet the flexible working needs of its employees. Depending on the nature of the role, the Trust offers hybrid working (a mix of office and at home). |
| Holidays: | 27 days per annum in addition to national public holidays, plus 3 additional office closure days between Christmas and New Year (all leave is pro rata for part time employees). |
| Pensions: | You may be eligible to be auto enrolled into the Trust’s Pension Scheme. Terms of the scheme are available on request from Finance. |
| Cycle Scheme: | The Trust runs a Cycle to Work Scheme. |
| Employee Assistance Programme: | The Trust provides an Employee Assistance Programme. This is a confidential service which aims to provide staff with support for a range of issues. |
| Health Questionnaire: | You will be asked to complete a health questionnaire in order to identify and support or adjustments you may require. |
| Equal Opportunities: | Yorkshire Wildlife Trust is committed to equal opportunities and appoints on merit. We welcome applicants from all sections of society regardless of gender, sexual orientation, race, disability, marital status, age and religion, perceived community background or political beliefs. |
| Place of Work: | The post will be based at St. George’s Place, York |
| Travel: | Public transport is encouraged although pool vehicles are available. In exceptional circumstances the use of the employee’s own vehicle may be necessary for business use, at a mileage rate of 45p per mile. |
| Training & Professional Memberships: | The Trust is fully committed to personal development and training and supports achieving and maintaining professional memberships and accreditations, with any essential-to-role professional memberships paid for by the Trust. |
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