

Job Description



Cumbria
Wildlife Trust

Job Title: Membership & Data Administrator

Weekly Hours: 42 (job share - 2 x 21 hour posts)

Based At: Plumgarths, Kendal

Reports To: Finance & Administration Manager

Job Purpose:

To provide a high level of customer service to our supporters, process income received to the Trust, and assist with administration of our Supporter Database, working with the Senior Membership & Data Officer.

Special Features of the Role:

This is a job share role and as such the responsibilities will be shared accordingly.

Main Responsibilities and Accountabilities:

Supporter Administration:

- Process new memberships and lottery players accurately and efficiently
- Respond to enquiries
- Update supporter details when requested
- Send supporter correspondence.

Income: Process membership, lottery and donations income received, adding it to our Supporter Database.

Direct debits: Ensure that direct debit information is maintained accurately and kept up-to-date, working with the Senior Membership & Data Administrator.

Gift Aid: Submit monthly Gift Aid claims to HMRC and update supporter Gift Aid Declarations.

Lottery: Extract data from our Supporter Database for our monthly lottery draw.

Communications with our supporters: Working with colleagues across the Wildlife Trust, to ensure communications are sent to appropriate supporters and meet GDPR requirements.

Supporter Database: Working with the Senior Membership & Data Officer to ensure that any software issues are reported to the supplier. Liaising with other Wildlife Trusts to ensure that we are maximising use of our Supporter Database.

Support and training on our Supporter Database:

- Providing ad hoc advice to colleagues
- Assisting the Senior Membership & Data Administrator in providing training to staff and volunteers.

Data quality and analysis: Working with the Senior Membership & Data Administrator to extract data, identify trends and ensure data is 'fit for purpose'.

Supervision: Supervising the work of colleagues and volunteers supporting our work.

Supporting the Trust

Be proactive in increasing the Trust's membership.

Raise the profile of Cumbria Wildlife Trust.

Seek to raise increased funds for the Trust.

Develop and participate in educational aspects of the Trust's work including events, guided walks and illustrated talks.

Any additional duties as outlined in the Annual Work Plan and the Trust's Universal Work Plan.

Any other duties that may reasonably arise from time to time.

All tasks and responsibilities to be carried out in accordance with the Trust's policies and procedures.

Date: February 2019