

## Terms and Conditions

### Post Title: Face-to-Face Information Officer

1. **Salary:** Basic salary of £12.43 per hour (pay award pending April 2026) plus a commission rate of up to 40%. This will be payable over and above the basic salary on all new memberships. Pension contribution of 9%
2. **Duration of post:** April 2026 until December 2026

All employees new to Cumbria Wildlife Trust undertake a probationary period of 6 months, in which time they are expected to establish their suitability for the post. During the probationary period, Officers will have their performance reviewed monthly.

3. Information Officers are measured by looking at the income generated in memberships versus the recruiting hours the Trust pays the Officer. The minimum percentage of membership income in relation to recruiting hour's salary acceptable to the Trust is 75%.

Information Officers are encouraged to keep in touch with the Membership Development Manager on a regular basis; paperwork needs to be sent in once a week.

4. **Hours per week:** Part-time, two days per week, including weekends and bank holidays.
5. **Holidays:** 33 days per annum, including public holidays, pro rata to 35 hours per week.
6. **Place of work:** Across Cumbria at various locations. Mileage and travel time will be paid in line with the Trust's terms.
7. **Applications:** Completed application forms should be returned with a brief covering email and emailed to [hr@cumbriawildlifetrust.org.uk](mailto:hr@cumbriawildlifetrust.org.uk)

Postal applications should be returned to Claire Shepherd, HR Manager, Cumbria Wildlife Trust, Plumgarths, Crook Road, Kendal, Cumbria, LA8.

8. The roles will be advertised on a rolling recruitment basis until suitable candidates are appointed, therefore early applications are encouraged.
9. Interviews will be held on **dates TBC at our Headquarters in Kendal.**
10. Applicants shortlisted for an interview will be asked to declare any convictions, cautions, reprimands or final warnings that are not 'protected' as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013).

The amendments to the Exceptions Order 1975 (2013) provide that certain spent convictions and cautions are 'protected' and are not subject to disclosure to employers and cannot be taken into account. Guidance and criteria on the filtering of these cautions and convictions can be found at the Disclosure and Barring Service website: [www.gov.uk/government/organisations/disclosure-and-barring-service](http://www.gov.uk/government/organisations/disclosure-and-barring-service).

11. Any further enquiries should be directed to Katie Keighley, Membership Development Manager at [KatieK@cumbriawildlifetrust.org.uk](mailto:KatieK@cumbriawildlifetrust.org.uk)