



Somerset
Wildlife Trust



Wilder Somerset

2030



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



Job description:
Supporter Care Coordinator

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.

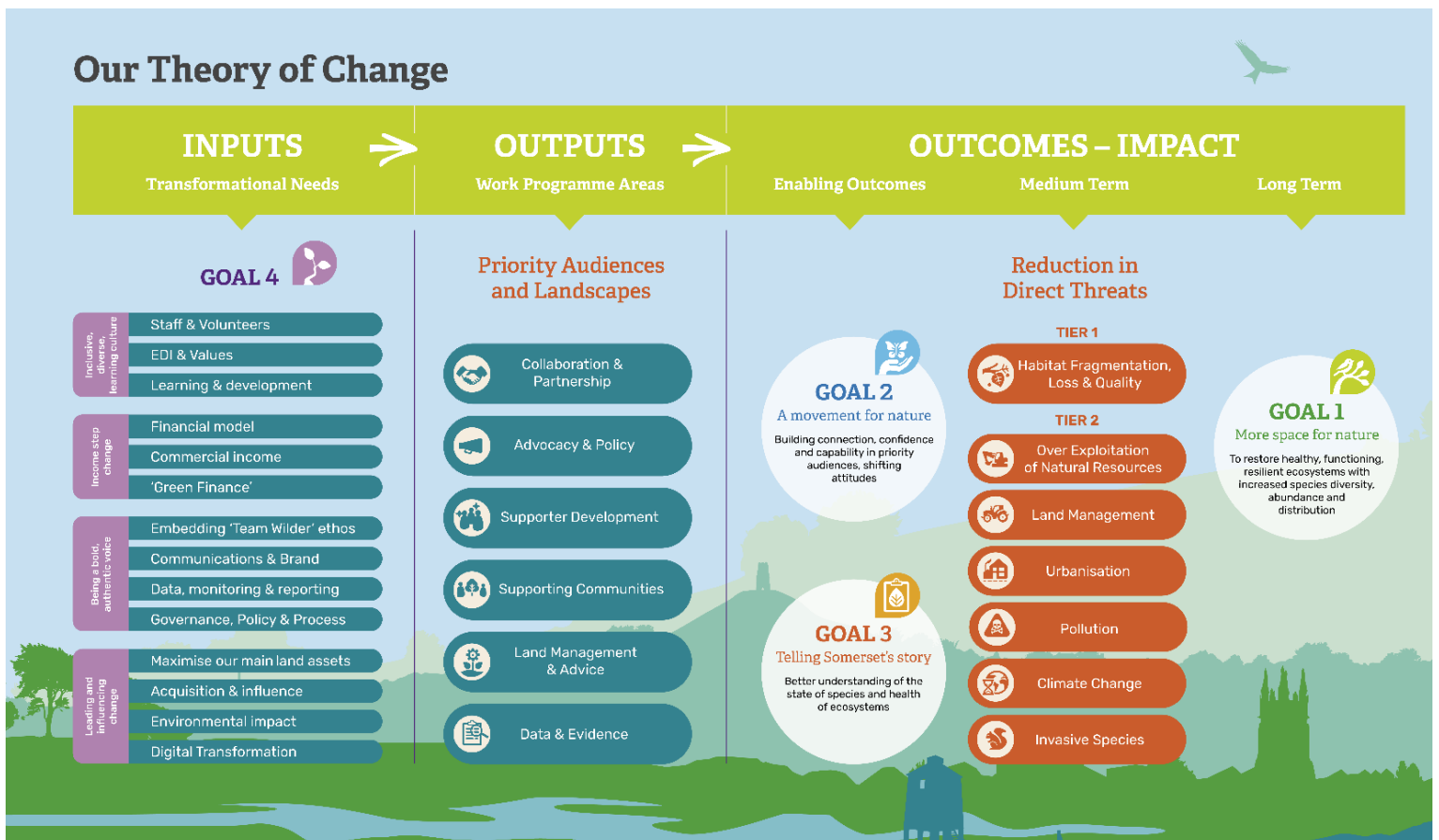
The climate and ecological crises require comprehensive, ambitious solutions and urgent action across all sections of society. The crises are also inexorably linked so it is vital that our strategy, ['Wilder Somerset 2030'](#) is delivered with both at its core. We recognise that people are part of the 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.



Job Title	Supporter Care Coordinator
Grade	Staff Grade Level 2
Reports To	Fundraising Development Manager
Team	Fundraising
Responsible for	N/A
Job Purpose	To provide great supporter care and key administrative support to the fundraising team, particularly membership, to maximise engagement and income from supporters of Somerset Wildlife Trust.
Position	Part-time 0.6 FTE – hybrid working with at least 1 day per week working in the Taunton office
Working Relationships	<p>Internal: Fundraising team, all staff, trustees and volunteers</p> <p>External: Somerset Wildlife Trust members and donors, the general public, suppliers and contacts from other Trusts</p>
Benefits of working for Somerset Wildlife Trust	<p>We offer some fantastic benefits including:</p> <ul style="list-style-type: none"> • 7% employer pension contribution • Life assurance • An annual professional institution subscription if applicable • Flexible and agile working • Wellbeing support – EAP, wellbeing champions • Diversity networks through RSWT/TWT • Paid volunteer days • Continuous Professional Development opportunities • 33 days of holiday (25 + bank holidays) <p>The opportunity to make a real and positive difference to nature, communities and the climate</p>

Job Description – Key Responsibilities and Tasks

Meet Fundraising Strategic Targets

To provide exceptional supporter care and key administrative support to the fundraising team, particularly membership, to maximise engagement and income from supporters of Somerset Wildlife Trust by:

Supporter care

- Being the first point of contact for the majority of our supporters and offering first-class stewardship to ensure our members and donors feel well-supported.
- Maintaining the highest standards of supporter care, including when responding to enquiries, judging when to involve colleagues to maximise potential support and income.
- Providing efficient data entry and administration, including for membership, fundraising appeals, community fundraising and events, processing all donations, including credit card payments and cheques, accurately.
- Supporting the Fundraising Data Specialist with the efficient processing of monthly Direct Debit and Gift Aid claims. Assist in financial reconciliations.
- Managing the day-to-day operations of the online shop, which includes the management of the website presence, fulfilment of all shop purchases and payments, and developing new products/adoptions as agreed with the Fundraising Development Manager.

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

CRM (Raiser's Edge) & Systems

- 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 working with the Fundraising Data Specialist to 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-day work of the team.

Stakeholder relationships

- Managing the day-to-day relationship with our membership recruiters at SWWFL, including the member upload processes, maintaining data quality, providing additional equipment and resources, and organising SWWFL team days and inductions.
- Managing stock levels and organising the printing and updating of membership materials. Liaising with suppliers to gather quotes and order new materials.

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:

	<i>Essentials</i>	<i>Desirables</i>
Qualifications	Minimum of 5 GCSEs including Maths and English or equivalent	
Experience/Knowledge	<p>Experience in a customer service or supporter-facing role, delivering high standards of service and communication</p> <p>Proven administrative experience, including accurate data entry, financial processing and record-keeping</p> <p>Experience working with databases or CRM systems</p> <p>Experience handling payments, donations or financial transactions with accuracy and attention to detail</p> <p>Experience of managing multiple tasks and priorities in a busy environment</p>	<p>Experience working in the charity, fundraising or membership sector</p> <p>Experience of basic financial accounting in an office environment</p> <p>Experience of Direct Debit administration and credit card processing</p> <p>Experience liaising with external suppliers or partners</p>
Skills	<p>Excellent written and verbal communication skills, with the ability to respond professionally and warmly to a wide range of enquiries.</p> <p>Strong attention to detail and commitment to data accuracy.</p> <p>Good organisational and time management skills, with the ability to prioritise workload effectively.</p> <p>Confident IT skills, including Microsoft Office and database systems; comfortable learning new digital tools.</p> <p>Problem-solving ability, with confidence to work independently and escalate appropriately when needed.</p> <p>Numeracy skills sufficient for processing donations, reconciliations, and basic financial administration.</p> <p>Understanding of the importance of data protection and confidentiality (e.g. GDPR).</p> <p>Ability to digest and follow an ordered set of processes and procedures.</p> <p>Team player, diplomatic and co-operative, able to work with a wide range of people</p>	<p>Understanding of Gift Aid and Direct Debit processes.</p> <p>Experience producing supporter or customer communications (e.g. emails, letters, retention campaigns).</p> <p>Awareness of fundraising regulations and best practice.</p>

Attributes	<p>Process driven with ability to plan work and meet monthly and ad hoc deadlines.</p> <p>Able to work under pressure and remain focused.</p> <p>A team-minded approach - taking others on the journey with you and sharing knowledge / expertise for the benefit of the wider fundraising team and organisation.</p> <p>Motivated by raising funds to support nature's recovery in Somerset.</p>	<p>Committed to the aims of the Wildlife Trust movement</p>
-------------------	---	---





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.

