



JOB DESCRIPTION

SUPPORTER EXPERIENCE OFFICER



SAVING SPECIES FROM EXTINCTION | WWW.DURRELL.ORG

DURRELL WILDLIFE CONSERVATION TRUST is a Registered Charity with the Jersey Charity Commissioner, registered charity number: 1
DURRELL WILDLIFE CONSERVATION TRUST - UK is registered in England and Wales. A charitable company limited by guarantee. **REGISTERED CHARITY NUMBER** 1121989
REGISTERED COMPANY NUMBER 6448493 **REGISTERED OFFICE** c/o Ogier Global (UK) Limited, 4th Floor, 3 St Helen's Place, London, EC3A 6A

JOB PURPOSE

To support the Fundraising Team to deliver excellent service to Durrell supporters, including donors, members and prospective supporters. To build strong and loyal relationships through written and verbal communication, efficient administration and acknowledgement of donations and maintenance of accurate database records.

Tasks will include sending out materials, speaking to supporters daily, inputting data, processing donations, managing reports, answering enquiries and thanking our supporters. A high attention to detail is required to maintain accurate records in the fundraising database.

The right person will be a strong communicator and administrator who is enthusiastic in supporting team members. You will be able to offer a high standard of customer care effectively to a wide variety of people and will be able to work to tight deadlines in a fast-paced environment.

**SUPPORTER EXPERIENCE
OFFICER**

DEPARTMENT
Fundraising

REPORTS TO
Supporter Care Coordinator

CONTRACT
Permanent

HOURS
15-25 hours per week
Monday-Friday

LOCATION
Jersey Zoo



KEY RESPONSIBILITIES

- Assisting with the administration and daily operation for fundraising enquiries, membership administration and all associated processes.
 - You will be the first line support for all fundraising enquiries and to support the wider Fundraising team
 - Sending out fundraising, membership and donor communications e.g. sending out letters, making membership cards etc.
 - Dealing with phone calls and email enquiries; and ensuring a personal and engaging customer service.
 - Taking donations, & membership payment over the telephone
 - Accurately recording fundraising income on Durrell's supporter database.
 - To be responsible for setting up new direct debits and any amendments as required.
 - Assist with the upkeep of Durrell's supporter database to ensure all data recorded is accurate and up to date (to include the logging of contact activity, new and lapsed members, update of contact details, name changes).
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KNOWLEDGE, SKILL AND ABILITY

- A high level of initiative and excellent oral and written communication skills.
- Experience within an administration and customer service environment is preferable.
- Outstanding customer services ethic.
- Computer literate, with experience of using Microsoft Word, Excel. Mail Merge and CRM systems an advantage.
- Proven ability to always act in a courteous manner and to show high levels of discretion, tact and diplomacy in resolving customer issues.
- Excellent time management skills and the ability to work under pressure.
- Thorough attention to detail and the ability to ensure the highest standards of accuracy in all communications with supporters.
- Commitment to be part of a team working to ensure Durrell Wildlife Conservation Trust has a financially secure future.



BEHAVIOURS AND VALUES

- Passionate about supporter/customer care and will thrive in a team working environment.
- Take the initiative when appropriate, proactively seek ways to improve or enhance supporter care processes and procedures whilst working with colleagues and team to find solutions.
- Excellent time management and ability to work to deadlines with the ability to organise own workload, to adapt to changing demands.
- Interest in conservation and an understanding of, and commitment to, Durrell's vision, mission and aims



INTRODUCTION TO DURRELL

Durrell Wildlife Conservation Trust is an international charity working to save species from extinction. Headquartered in Jersey in the Channel Islands, Durrell focuses on the most threatened species in the most threatened places.

Established by author and conservationist, Gerald Durrell, in 1959, Durrell delivers its conservation mission through our three integrated core areas of operation:



**A centre of excellence
in animal husbandry,
research, training and
education**



**Training future
conservation practitioners
and monitoring and
evaluating conservation
science which underpins
all Durrell activities**



**Conservation action
where it is needed most**

With a track record of 60 years, Durrell leads some of the world's longest running and most successful species and habitat recovery programmes. The quality of our work is equally as important as how we deliver it. Our values, underpin how we approach our work and the work environment we create.

OUR VALUES

PURPOSEFUL

We are clear on why we do what we do, are connected as an organisation, we understand and demonstrate enabling / delivery, we are passionate about what we do and work tirelessly to achieve it.

ACCOUNTABLE

We are accountable for our actions; we act with integrity and always have the best interests of the Trust at heart. We take it upon ourselves to update our knowledge and deliver excellence, and our ethics are of the utmost importance.

SUPPORTIVE

We develop and encourage our staff, we work as a team, work well with other departments and trust and respect each other. We promote a learning culture, treat people fairly, encourage diversity in the workplace, and value the opinions and views of others.

