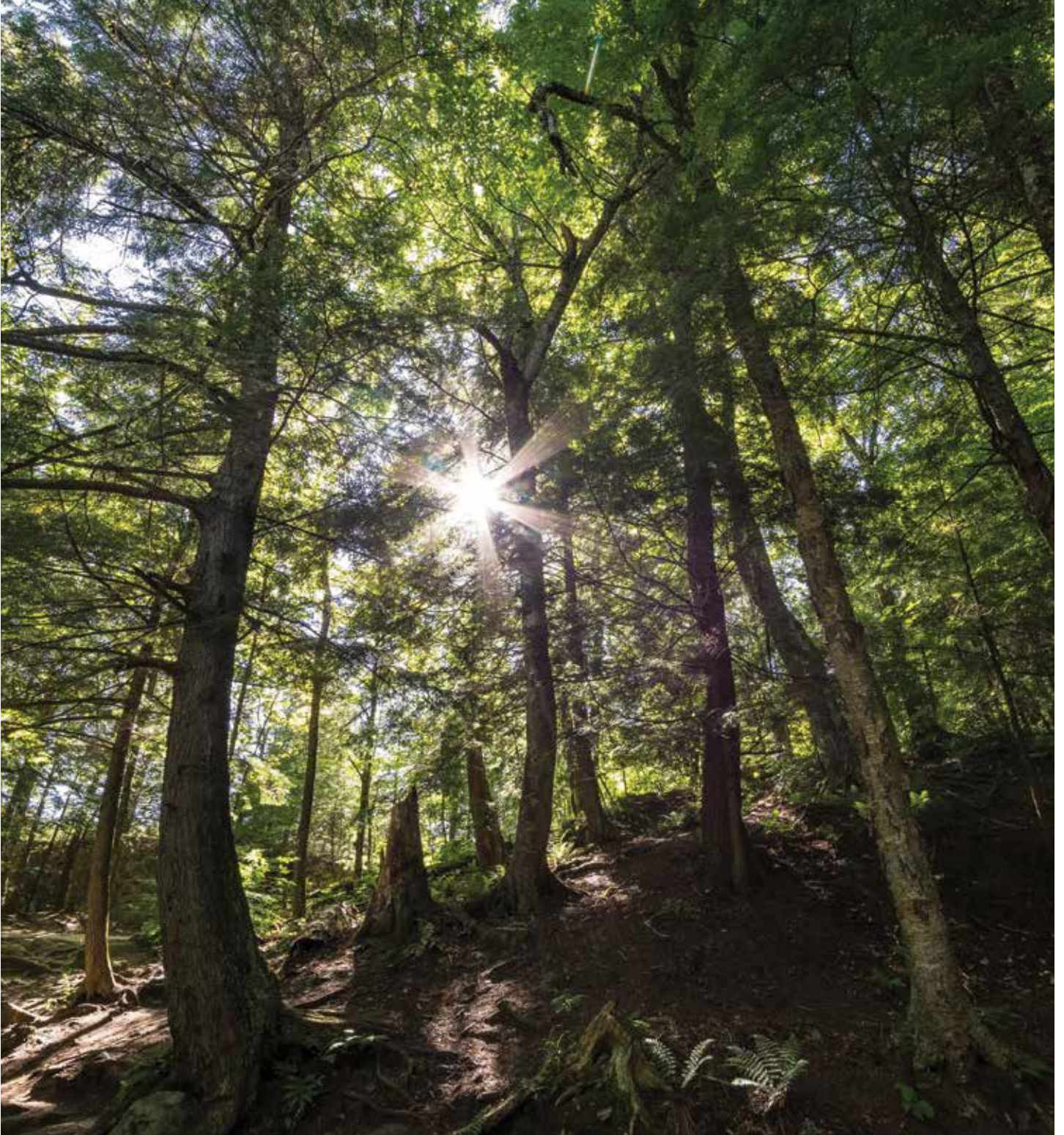




## Job description

# Supporter Experience Officer



Saving Species from Extinction | [www.durrell.org](http://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 Intertrust Corporate Services (UK) Limited, 1 Bartholomew Lane, London, EC2N 2AX

# Job Purpose

To support the Fundraising Team to deliver excellent service to Durrell supporters, including donors, members and prospective supporters. This role is central to building strong and loyal relationships with supporters through high-quality written and verbal communication, efficient administration, accurate donation acknowledgement, and maintenance of supporter database records.

Supporter Experience Officer

**Department**  
Fundraising

**Reports to**  
Fundraising and Supporter Experience Manager

**Term**  
Permanent

**Hours**  
Full time

**Location**  
Jersey Zoo



# Key Responsibilities

- Assist with the administration and daily operation for fundraising enquiries, membership administration and all associated processes.
- Process memberships and donations to keep Durrell's supporter database up to date and to ensure all data recorded is accurate (to include the logging of contact activity, new and lapsed members, update of contact details, name changes).
- Act as the first point of contact for all fundraising enquiries, providing responsive and supportive assistance to supporters and the wider Fundraising team.
- Send out fundraising, membership and donor communications e.g. sending out letters, making membership cards etc.
- Deal with phone calls and email enquiries, ensuring a personal, professional and engaging supporter experience.
- Take donation and membership payments over the telephone.
- Be responsible for setting up and/or amending direct debits.
- Support the Fundraising and Supporter Experience Manager with assigning tasks to Durrell volunteers and representing the charity with the external volunteering programme.
- Ensure compliance with data protection regulations and fundraising best practice when handling supporter information and payments.
- Manage a high volume of enquiries and transactions while maintaining high levels of accuracy, efficiency and service quality.



## Knowledge, Skill and Ability

- High level of initiative and excellent oral and written communication skills.
- Experience within an administration and customer service environment is preferable.
- Strong customer service ethic with a genuine commitment to delivering an excellent supporter experience.
- 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 commitment to maintaining high levels of accuracy in all communications and data entry.
- Commitment to be part of a team working to ensure Durrell Wildlife Conservation Trust has a financially secure future.

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## Behaviours and Values

- Provides a friendly, professional and supportive service to all supporters, demonstrating empathy and a positive attitude.
- Communicates clearly and effectively across phone, email and written correspondence.
- Maintains high levels of accuracy and attention to detail in all administrative and data entry tasks.
- Takes ownership of tasks and enquiries, following through to resolution.
- Works collaboratively with colleagues and contributes to a positive team environment.
- Acts with discretion, integrity and professionalism when handling sensitive information.
- Manages competing priorities effectively and remains calm under pressure.
- Demonstrates a proactive, solutions-focused approach to improving supporter experience and team efficiency.



# 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.

