**JOB PROFILE** 

# JOB TITLE Membership Administrator (14 hours per week)

**RESPONSIBLE TO Membership & Fundraising Manager**

# OVERALL PURPOSE OF JOB

To support the Membership & Fundraising Manager and work in a team that maintains, updates and develops the membership database in order to ensure accurate and efficient information.

**MAIN RESPONSIBILITIES**

* Maintain the membership database through regular data entry, ensuring records are accurate and up to date.
* Communicate with members via email, post, telephone – where possible using their preferred contact method.
* Fulfil animal adoption orders, making up packs for postage and updating the database via an import template
* Monitor adoption and Wildlife Watch materials stock and order replacement materials as and when required
* Manage donations from the Charities Aid Foundation, payments via Standing Order and payroll giving donors by logging details on the database.
* Manage School and Group members.
* Monitor email inbox, log donations on the database and write thank you letters to donors as required.
* Carry out welcome calls to new members as required to check they have received information and are happy with their membership to aid retention.
* Remove contacts who unsubscribe from the database on a weekly basis.
* Manage any returned mail from membership mailings
* Provide support at members’ events including, occasionally, evenings and weekends (time off in lieu applies).
* Work with the Membership & Fundraising Manager and other colleagues so that the team cover all aspects of the Membership Services duties.

**Person specification**

**Key Skills**

* Excellent IT skills. A good knowledge of databases, spreadsheets, word processing and mail merge is essential. Knowledge of Progress or thankQ databases desirable.
* Good time management and organisational prioritisation
* Excellent verbal and written communication skills.
* Proactive team player willing to assist with tasks outside of core responsibilities on occasion
* Proven experience of database administration and customer service is essential.

**Experience**

* Experience working with and maintaining a relatively complex database is essential
* Previous experience within a membership or charity work place would be advantageous but not essential
* Experience in an administration or clerical role, perhaps within a customer service environment would be useful.

**Personal Attributes**

* positive, flexible approach to all tasks
* ability to organise and manage own work load
* willingness to provide excellent customer service
* interest in wildlife and conservation would simply make the role more rewarding