

## **Job description**

### **Donor Relations Assistant**

Full Time

#### **Job Purpose**

The role of the Donor Relations Assistant is to provide front line support to individual supporters, ensuring that the quality of experience is maximised in a way that is respectful and engaging and allows for long term relationships with the Trust to be formed.

Donor Relations Assistant will also be part of a team that is responsible for processing data in an accurate and timely manner, ensuring that the organisation is compliant with all relevant legislation and regulations.

#### **Main duties and responsibilities**

##### Donations

- Provide an effective and fulfilling inward and outward donor experience to supporters relating to events, campaigns, and donations, via telephone, postal and email
- Supporting the Donor Relations team on the accurate and timely processing of donations, maintenance of records and communications with supporters
- Maintain strong relationship and communications with supporters to meet the current and changing needs of the organisation
- Provide support to the Corporate Donations team, as required

##### System

- Help maintain the WLT contact management database and web portal, ensuring accuracy of information
- Help maintain all administration and processing systems within the Donor Relations Department
- Support the maintenance and ongoing development of the donation systems

##### Fundraising

- Provide mailing and contact lists to other staff, as required
- Support the management of individual fundraisers and potential fundraisers
- Liaise with relevant members of the team to ensure compliance with statutory regulations in relation to data protection
- Support the wider team to achieve organisational objectives and targets
- Assist with talks/presentations to groups and individuals and with outreach events as and when required

*This job description is not definitive and you may be required to carry out additional or alternative work from time to time, as may be deemed necessary.*

**Line Manager:** Donor Relations Manager

## **Person specification**

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### **Experience and knowledge (Required)**

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- Experience of working in a customer service environment and understanding the importance of delivering excellent customer care
- Demonstrate exceptional communications skills, both written and verbal
- Experience and fluency in working with data entry and databases
- Ability to work closely within a team but also independently when required
- Show a willingness to develop professionally within this position

### **Experience and knowledge (Desirable)**

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- Basic understanding of GDPR/data protection
- Basic experience in financial processing
- Experience in the not-for-profit sector
- Interest in wildlife conservation issues

### **Abilities and skills (Required)**

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- Meticulous attention to detail and accuracy
  - Confident in communicating with a wide variety of individuals
  - Passionate about delivering high standards of customer care
  - Highly numerate and literate
  - Good skills in Microsoft Office software, in particular Excel and Word
  - Excellent organisation and time management skills; ability to work under pressure
  - Disciplined at managing own time and workload
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