



Donor Relations Assistant

Closing date: 9am on Monday 21 February 2022

Application Pack

Who we are

World Land Trust (WLT) is an international conservation charity that helps to protect the world's most biologically significant and threatened habitats, acre by acre.

As the pioneers of the Buy an Acre approach, we have spent more than 30 years raising funds for local people to secure and protect the land they know best in America, Africa, Asia and beyond. With over 2,400,000 acres protected and over 2,000,000 native trees funded to date, our ambition is now to drive this conservation action at scale – more acres and more species protected in this make-or-break decade for biodiversity and climate.

Job Summary

The role of the Donor Relations Assistant is to provide front line support to all supporters, ensuring that the quality of donor experience is maximised in a way that is respectful and engaging and allows for long-term relationships with the Trust to be formed. This role will have a focus on regular giving administration and consistent use of our contact database.

We are looking for a candidate who is keen to work in an environment where they can use their existing skills with opportunities to develop. The successful candidate will be someone with experience of working in a customer service environment with a passion for high standards of customer care, who has a working knowledge of data entry. We're looking for someone who is able to demonstrate exceptional communication and organisational skills alongside meticulous attention to detail, who is a strong team player, happy to support the wider team in meeting its objectives.

We're happy to talk flexible working, from day one.

Our Values

At World Land Trust we are committed to inclusion and respect to our employees, those who support us, and those whom we support.



WLT will always approach every situation in a **positive** way to find and communicate solutions, operating and communicating with **honesty**, remaining **focused** on our mission, and working in a **supportive** way with our staff, partners and supporters.

We treat everyone with respect and have particular regard for the 'protected characteristics' under the Equality Act 2010: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

We have a zero-tolerance policy towards discriminatory language or actions that could create a hostile environment and we do not accept behaviour that amounts to harassment or exclusion of any individual.

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Job Description

Donor Relations Assistant

Reporting To: Donor Relations Manager

Job Purpose

The role of the Donor Relations Assistant is to provide front line support to all supporters, ensuring that the quality of donor experience is maximised in a way that is respectful and engaging and allows for long-term relationships with the Trust to be formed. The Donor Relations Assistant role will have a focus on regular giving administration and consistent use of our contact database.

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.
- Maintain strong relationship and communications with supporters to meet the current and changing needs of the organisation.
- Support the Donor Relations team with the accurate and timely processing of donations, maintenance of records and communications with supporters – in particular Direct Debits and other forms of regular giving.
- Support the management of donation initiatives such as Gift Aid, Payroll Giving and pledges.
- Undertake regular data audits to ensure data protection compliance and donor preferences are up to date and accurate.

Systems

- Support the maintenance and ongoing development of the donation systems.
- Help maintain the WLT contact database, ensuring accuracy of information.
- Help maintain all administration and processing systems within the Donor Relations Team.
- Liaise with relevant members of the team to ensure compliance with statutory regulations in relation to Data Security, Payment Card Security, Gift Aid and fundraising material.

Fundraising

- Assist with talks/presentations to groups and individuals and with outreach events as and when required.
- Support the wider team to achieve organisational objectives and targets.

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Other

- Undertake other activities as requested by the Line Manager, commensurate with skills, experience, pay level and role.

The postholder will be expected to actively engage with, and promote, our workplace Values which are: Focused, Honest, Positive and Supportive.

Person Specification

Essential

- Good working knowledge of MS Office, in particular Excel
- Excellent customer services and telephone manner
- Attention to detail and analytical way of working
- Willingness to develop within the role

Desirable

- Interest in wildlife/conservation
- Experience of working or volunteering in the charity sector
- Experience of using databases
- Experience of taking inbound telephone calls.
- Knowledge of GDPR

How to Apply

Please log your details and upload your CV and covering letter, which must state how you feel your skills and experience meet the requirements of the role, using the link below.

<https://hr.breathehr.com/v/donor-relations-assistant-21140>

If you have any questions not answered in this application pack, or you are having difficulty uploading your documents, please email Jobs@worldlandtrust.org.

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Terms and Conditions

Duration of Contract: Open term contract

Probationary Period: Six months

Salary: £18,750 pa

Location: Our contractual place of work is at our offices in Halesworth, Suffolk, however we encourage conversations from the first day of employment around flexible and hybrid working in line with our discretionary Flexible Working Policy.

Hours of Work: We feel that this position is full-time, which is 35 hours per week. Our normal working days are Monday to Friday inclusive and we are open to discussions around preferences for how the hours are worked, including compressed hours working and the possibility of part-time hours below 35 hours per week, dependent on the role requirements and availability within the team. Our preference is for working days to include Tuesday to Thursday.

Notice period: One month following successful completion of probationary period.

Main Benefits: 33 days' annual holiday entitlement (including Bank Holidays) pro rata to working hours.

Pension Salary Exchange scheme with an employer's contribution of 5% and minimum employee contribution of 3%. Option to build personal pension funds in the Stewardship Lifestyle Strategy, which has exclusions in relation to animal welfare and environmental concerns, including mining.

Group Life Assurance scheme, currently set at a benefit of 4 x basic salary.

Employee Assistance Programme, including access to counselling and a wellbeing helpline.