



**WORLD
LAND
TRUST**

Saving land
Saving species

APPLICATION PACK

Supporter Care Assistant

Closing Date:

9am on Tuesday 19 August 2025

Photography Credit: Hutan

World Land Trust is a UK based conservation charity. Registered charity no. 1001291 | Limited company registered in England & Wales no. 2552942 Phone: +44 (0) 1986 874422 Email: info@worldlandtrust.org Website: Worldlandtrust.org
Registered office: Blyth House, Bridge Street, Halesworth, IP19 8AB, Suffolk, United Kingdom.



Who We Are

World Land Trust (WLT) is an international conservation charity that protects the world's most biologically significant and threatened habitats and species. Our mission is to help people across the world protect and restore their land to safeguard biodiversity and the climate. Working through a network of partner organisations around the world, WLT funds the creation of reserves and provides permanent protection for habitats and wildlife. Partnerships are developed with established and highly respected local organisations who engage support and commitment among the local community.

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, sexual harassment or exclusion of any individual.

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



SUPPORTER CARE ASSISTANT

Job Description

| | |
|-----------------------------|--|
| Salary: | Starting salary £18,960 pa (pro-rata to a full-time salary of £23,700 pa) |
| Hours: | Part-time (28 hours per week worked over a minimum of 4 days which must include Tuesday to Thursday) |
| Contract: | Permanent |
| Proposed Start Date: | As soon as possible |
| Location: | Halesworth, Suffolk with opportunities for hybrid working |
| Reporting to: | Supporter Care Manager (Line Manager) Supporter Care Officer (Supervisor) |

Summary:

The Supporter Care team provides support across the Development Team and our income streams to ensure that donors are responded to with the highest standard of stewardship, donations are processed in a timely and accurate manner, and the Customer Relationship Management (CRM) system is fit for purpose with data in line with GDPR and data protection guidelines. The delivery of outstanding customer service to our many supporters remains the focus of our efforts and at the heart of the role. As part of the Supporter Care team, the Supporter Care Assistant (Friends Programme) will help provide an excellent donor experience through every interaction to increase donor satisfaction and engagement levels and encourage ongoing support to enable World Land Trust to achieve its mission.

Main duties and responsibilities

1. Responsible for the accurate day-to-day stewardship and administration of the WLT Friends Programme (including Direct Debit and Payroll Giving), including initial set up of New Friends and fulfilment of the New Friend Welcome Process.
2. Manage and maintain strong donor relations by responding to enquiries by phone, email, post and occasionally in person.

3. Maintain electronic records of correspondence and income, ensuring that all relevant data is accurate and up to date, including Gift Aid and consent records, in line with Supporter Care processes and GDPR guidelines.
4. Timely preparation of data from the CRM for the Finance Team to enable monthly reconciliation of income received.
5. Ensure donor data held on the CRM is fit for purpose and in line with GDPR and data protection requirements.
6. Develop and maintain a good understanding of WLT income streams and the work of World Land Trust to respond to enquiries and support donors to donate in the most effective way to support our work.
7. Provide cover for colleagues as required to ensure that essential tasks are completed in line with given timescales.
8. Assist the Supporter Care Manager in ad hoc project work that will develop the team's approach to supporter engagement, contributing new ideas and continually seeking to improve processes to drive efficiency and improve supporter experience.
9. Provide occasional support with the preparation and delivery of supporter, stakeholder and community events.
10. 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

(App) Application : we would like to see you give an example of how you meet this criteria in your application

(Int) Interview : we may ask questions at interview about this criteria

Qualifications

- Educated to A-level standard or equivalent relevant experience (Desirable) (App)
- Relevant qualification in customer service or administration (Desirable) (App)

Experience

- Experience in a customer service or supporter care role (Desirable) (App/Int)
- Handling enquiries via phone and email (Desirable) (Int)
- Maintaining accurate records and databases (Desirable) (Int)

- Working with data entry using a Customer Relationship Management system (Desirable) (Int)
- Working in a charity or non-profit environment (Desirable) (Int)

Skills & Abilities

- Excellent verbal and written communication skills (Essential) (App/Int)
- Excellent level of numeracy (Essential) (App/Int)
- High level of accuracy and attention to detail (Essential) (App/Int)
- Ability to manage multiple tasks and prioritise workload effectively to support achievement of team and organisational objectives (Essential) (App/Int)
- Competent in Microsoft Office with good Excel skills (Essential) (App/Int)
- Ability to work both independently and as part of a team (Essential) (App/Int)
- A logical and methodical approach to work and the ability to develop and implement processes and procedures (Essential) (App/Int)

Personal Attributes

- A positive and proactive approach to work (Essential) (Int)
- A passion for excellent customer service with a friendly and professional manner (Essential) (App/Int)
- A strong organisational team player who is adaptable, collaborative, reliable and self-motivated (Essential) (App/Int)
- Commitment to the Values and mission of World Land Trust (Essential) (Int)
- Willingness to learn and contribute ideas for improvements to ways of working and embracing change with a positive attitude (Essential) (Int)

Knowledge

- Understanding of the importance of donor care and supporter engagement (Essential) (Int)
- Awareness of data protection and confidentiality principles (Essential) (Int)
- A basic understanding of databases and Customer Relationship Management systems (Essential) (Int)

How to Apply

Please use the below link to log your details and upload both your CV and covering letter by **9am on Tuesday 19 August 2025**.

<https://hr.breathehr.com/v/supporter-care-assistant-42356>

Your covering letter is an important part of your application. This is an opportunity for you to share with us why you are passionate about working for World Land Trust, why this role interests you, and for you to provide examples of how your skills and experience match the essential requirements shown in the person specification, particularly those marked with 'App'. All candidates are asked to confirm in their covering letter if they require permission to work in the UK.

The covering letter should be no more than two pages.

Please address your letter to Claire, who is our Supporter Care Manager.

We recognise that AI tools can be helpful for some people, however we encourage you to use your own voice to share examples of your experiences and skills within your application to ensure that your responses reflect what you can bring to the team as the unique individual that you are.

We would like to thank you for your interest in World Land Trust and for your time in applying. If you have any questions not answered in this application pack, please email: Jobs@worldlandtrust.org and Debby or Kizzy will get back to you as quickly as possible.

Shortlisted Candidates

We know how frustrating it is to not get an update about your application and therefore we will ensure that we let all applicants know whether they have been shortlisted for interview or not.

Interviews will be held on **Thursday 4 September 2025**.

Interviews

Interviews for shortlisted candidates will be carried out at our Halesworth offices. The interview will be an opportunity for us to better understand your skills and experience and how these might match those that we are looking for in our new team member. We will be asking you a number of questions, based on the person specification, and we'll be looking for your responses to demonstrate your understanding along with examples that you bring from your own experience. All applicants will have an opportunity to ask questions of the panel at the end of the

interview. The panel for this vacancy will be confirmed as part of the invitation to interview but will be led by Claire Millard, Supporter Care Manager.

Our Benefits

- **Salary** – starting salary is £18,960 pa (pro-rata to a full-time equivalent of £23,700 pa) subject to skills and experience meeting our requirements.
- **Hours of work** – 28 hours per week worked over a minimum of 4 days per week, which must include Tuesday to Thursday, our core working days.
- **Flexible working opportunities** – we know that our staff value the opportunity to enjoy a healthy work-life balance and so we build flexibility into the way we work from day one, including opportunities for hybrid working. Our Supporter Care team is locally based, and we do love having people in the office as we think it's important to have some regular time working face-to-face too. Under our Hybrid Working policy all employees as a minimum are required to attend face-to-face Staff Quarterly Meetings in Suffolk along with monthly team meetings, and any additional meetings/planning days where we feel it's important to have that face-to-face interaction to build and maintain working relationships. Travel to Staff Meetings and team meetings are not eligible for travel expense reimbursement. We are flexible for the right candidate but would ideally like someone who can work the majority of their hours during the 6-month probationary period from our offices to support learning with more flexibility for hybrid working on successful completion. This is a UK-based role.
- **Annual leave** – we offer 36 days' annual leave (including Bank Holidays), pro-rata for part-time hours, plus an additional discretionary day each year to volunteer for a charity or community organisation of your choice.
- **Group personal pension scheme** – investing in companies that can demonstrate positive application of Environmental, Social and Governance (ESG) criteria, which ensures that our pension scheme operates in line with our Values. We also offer Pension Salary Exchange as a way of making tax-efficient contributions into your workplace pension. Our pension is 3% employee and 5% employer contributions.

- **Group life assurance** – whilst we hope our staff live long and happy lives, we want to give some peace of mind, and this benefit provides a lump sum payment of 4x salary.
- **Occupational sick pay** – we keep our benefits under review and recently introduced occupational sick pay for staff from day 1.
- **Wellbeing** – our staff wellbeing is important to us and so alongside a Wellbeing policy, supported by an Employee Assistance Programme which includes access to counselling and a wellbeing helpline, we have provided opportunities for staff – and managers – to attend inhouse training to support their own wellbeing and those of their teams.
- **Cycle to Work Scheme** – we're currently working with a not-for-profit scheme provider to give our staff the chance to purchase a bike (including e-bike options) through a salary exchange scheme, which means you save the tax and NI that you would pay if you bought the bike directly from your next (after tax) pay giving savings of up to 47%!
- **Inclusion** – we work hard to ensure that we provide a welcoming and supportive environment for all staff where they can be the best they can be; as part of this we share our Inclusion Passport with you shortly after joining. This means we start off with a conversation about what helps you to work best, feel included and be supported, which can encompass, for example, neurodiversity, religious practices, menopause, disability, and gender identity and expression.
- **Employee voice** – we know that there is always room to improve and so we work with a not-for-profit programme, 'Best Employers Eastern Region', to provide an annual, anonymised, employee engagement survey, using the results to guide our People Plan for the following year. We're proud of our staff participation rate and the effort they make to share their thoughts with us, as well as our consistently high levels of staff engagement.
- **Learning and Development** – we support growth and development within role and this forms part of regular conversations with staff, brought together in our annual Performance and Development Review (PDR) which is reviewed regularly across the year to support staff with prioritisation and workload, and wellbeing. Retaining expertise and providing opportunities is something that's important to us and we have seen a number of staff move into new roles within World Land Trust.

But that's not the end of it! We keep our benefits under review and look for new opportunities to improve the employee experience.

WLT collects, stores and processes personal information about prospective, current and former staff including applicants, employees (and former employees) and workers to manage the employment relationship. We are committed to being transparent about how we collect and use that data and to meeting our data protection obligations. A copy of our Privacy Notice can be found on our website Vacancies page [Vacancies at World Land Trust](#) under Transparency.

Conditions of Employment

To comply with the Immigration Asylum & Nationality Act 2006 and additional amendments, and UK Border Agency (UKBA) requirements, **all applicants will need to be eligible to work in the UK and will be required to be UK based as a condition of the offer of employment.** If you are shortlisted for interview, we will ask to see a copy of an appropriate official document as set out in the UKBA guidelines and we are required to carry out a physical check of documents for the successful candidate. Do not send anything now, further information will be sent to you should you be invited to interview.