



Northumberland
Wildlife Trust

Supporter Data Assistant

Information Pack



Contact Details:

Paula Turner (HR and Payroll Officer)
Northumberland Wildlife Trust
St Nicholas Park, Gosforth
Newcastle upon Tyne NE3 3XT
0191 284 6884
paula.turner@northwt.org.uk



Who we are...

Northumberland Wildlife Trust was founded in 1971 to protect wildlife and promote nature conservation within Newcastle, North Tyneside and Northumberland. Today, our voice for wildlife is stronger than ever. We are a non-government funded charity, supported by membership, donations, local businesses and charitable trust grants.

Our vision and strategic objectives

A Wilder Future for our area

We want: Everywhere and everything here Wilder, including people's lives and jobs, with landscapes richer in wildlife and better-connected land, wetlands and seas.

We want: To reach more people, form more partnerships and play a greater part in wilding and greening locally and contribute globally to restoring nature and tackling climate breakdown.

We will create Wilder Places, Wilder People and a Wilder Future, with more, bigger and better joined up areas for wildlife to thrive, more people taking action and connecting to nature and influencing more decisions to secure nature's recovery locally, regionally and nationally.

We will achieve our vision by:

- Defending wildlife and wild places
- Enabling nature's recovery: protecting the best and improving the rest
- Inspiring people and communities to care and enabling them to act
- Influencing organisations to behave in nature's interest
- Growing our resources and partnerships to be more effective and agile

We will deliver our vision through three key strategic objectives

1. Lead nature's recovery
2. Inspire people and organisations to care and mobilise them to act
3. Ensure an agile green culture and sustainable NWT



We work as part of a national movement

There are 46 local Wildlife Trusts across the whole of the UK, the Isle of Man and Alderney, all working for an environment rich in wildlife for everyone.

With 850,000 members, we are the largest UK voluntary organisation dedicated to conserving the full range of the UK's habitats and species, whether they be in the countryside, in cities, or at sea. 135,000 of our members belong to our junior branch, Wildlife Watch.

We manage 2,300 nature reserves covering more than 80,000 hectares; we stand up for wildlife; we inspire people about the natural world and we foster sustainable living.

All 46 Wildlife Trusts are members of the Royal Society of Wildlife Trusts (RSWT) which operates a separate Grants Unit administering major funds on behalf of the Big Lottery Fund and the Landfill Communities Fund.

To find out more...

www.nwt.org.uk

www.wildlifetrusts.org

Equality, Diversity and Inclusion (EDI) and Safeguarding:

Northumberland Wildlife Trust believes that everyone should have the opportunity to experience the joy of wildlife in their daily lives, that's why we're committed to putting equality, diversity and inclusion at the heart of our movement.

For more information, please see [Our commitment to Equality, Diversity & Inclusion \(EDI\) | The Wildlife Trusts](#)

For more information about our safeguarding commitment, please see [Safeguarding Commitment Statement 0.pdf \(wildlifetrusts.org\)](#)

Disability Confident Committed:

We aim to offer an interview to disabled people who meet the minimum criteria (e.g. Essential skills). This is to encourage positive action. It is important to note that there may be occasions where it is not practicable or appropriate to interview all disabled people that meet the minimum criteria for the job. For example, if there are a high volume of applications. In these circumstances the employer could select the disabled candidates who best meet the minimum criteria for the job rather than all of those that meet the minimum criteria, as they would do for non-disabled applicants.



Supporter Data Assistant

We are looking to appoint an experienced administrative assistant to support our busy membership and fundraising team. You will be a confident communicator, well organised, able to manage multiple tasks and strong team player. It's a great time to join this rapidly expanding wildlife charity, which is tackling the key issues of our time, biodiversity loss and climate change.

Information for applicants

To apply for the position of Supporter Data Assistant, please complete the corresponding Application Form in full, and return it to me (contact details on the front of this pack) by the specified deadline.

Please note, CVs and/or covering letters will not be accepted.

If you require further information regarding any aspect of the application process, please do not hesitate to get in touch.

Thank you for your interest in Northumberland Wildlife Trust.

Job specification

Post title

Supporter Data Assistant

Location

The post is a hybrid position and will be based at our Gosforth Offices in Newcastle upon Tyne, with home-working.

Responsible to

Marketing Database Officer

Internal relationships

- Northumberland Wildlife Trust staff, volunteers and trustees
- Northumberland Wildlife Trust Marketing and Fundraising team
- Inter-disciplinary and project teams

External relationships

- Northumberland Wildlife Trust members, supporters, donors and sponsors
- The Wildlife Trusts' Federation
- Friends of the Red Squirrel members



Job purpose

To support the effective management, accuracy and use of supporter data across fundraising, membership and marketing activities.

The postholder will ensure memberships, donations and related supporter interactions are processed efficiently and accurately, helping to maximise income, maintain compliance and deliver excellent supporter care. The role will also contribute to wider marketing and engagement activity through high-quality data administration and insight.

Responsibilities

Supporter data and systems:

- Accurately process membership applications for Northumberland Wildlife Trust and Friends of the Red Squirrel, including issuing welcome packs.
- Process animal adoption applications and send welcome e-mails.
- Process donations and issue acknowledgements in a timely and supporter-focussed way.
- Maintain accurate, up-to-date supporter records within the CRM database (Access Charity CRM).
- Carry out regular data cleansing activities, including deduplication, merging records and quality checks.
- Upload and import data into the CRM as required, ensuring data integrity is maintained.
- Support compliance with fundraising, Gift Aid and data protection legislation, policies and internal procedures.

Membership, fundraising and supporter care:

- Oversee membership mailings and support campaign administration.
- Handle supporter and membership queries by e-mail and telephone, providing a friendly and professional service.
- Help ensure accurate recording of payments, Gift Aid and income.
- Assist with cash recording and reconciliation as required.

Marketing and engagement support

- Support the preparation and administration of supporter communications, campaigns and events.
- Assist with logistics for events and supporter activities as required.
- Support merchandise and stock administration, including maintaining adequate levels of membership packs.

General support

- Work collaboratively with colleagues across fundraising, marketing and communications.



- Contribute to continuous improvement of data processes and supporter experience.
- Undertake other reasonable duties in line with the role.

Salary band

Scale B – £23,256 - £25,396

Contribution to personal pension

A further 5% is payable into the Trust's Stakeholder Pension scheme after three months, conditional on the employee contributing at least 5% of salary.

Holidays

22 days basic (pro rata), plus the period between Christmas and New Year and all English bank holidays (pro rata). Where these are worked, time off in lieu is given. After three years' service, an additional day's leave will be awarded, followed by two after four years and a further two after five years.

Hours

The post is based on a 28-hour week (preferred pattern Tuesday to Friday but we are open to discussion). The Trust operates a flexitime system. Working hours are normally Monday to Friday but some evening and weekend work may be required from time-to-time.

Car and travel

A full UK driving licence is preferred. NWT has a fleet of vehicles that can be used. Mileage is paid for use of own vehicle where necessary. There is good public transport within the urban areas of Newcastle and North Tyneside along with a network of cycle ways, and we encourage staff to use these where appropriate to help lower the carbon footprint of the organisation.

Contract, probation and notice

Permanent contract. There is a probationary period of 3 months. A minimum of 4 weeks' notice is required from either party.

Person specification

Knowledge, skills & attributes

Essential

- Excellent IT skills, including Microsoft Office specifically Excel and confidence using databases.
- A high level of accuracy when working with data and strong attention to detail.
- Ability to work efficiently with complex administrative and data systems.
- Strong interpersonal skills and ability to work well as part of a team.



- Excellent written and verbal communication skills.

Desirable

- Experience of the voluntary/charity/third sector.
- Interest in wildlife and conservation.
- Understanding of Gift Aid rules and fundraising compliance.
- Knowledge of electronic payment systems and regulations.

Experience

Essential

- Experience working with databases, CRM or membership systems.

Desirable

- Experience of handling electronic payments.
- Experience of working within a membership-based organisation.
- Experience using supporter or membership database systems.
- Worked in a charitable organisation.

Qualifications

Desirable

- Business administration qualification.
- Full UK driving licence.

Personality

Essential

- Personable and friendly, good at developing relationships and with a supporter focussed mindset.
- Confident communicator, able to liaise with colleagues, partners and members of the public.
- Flexible and adaptable.
- Organised, reliable and able to work to deadlines.
- High level of self-discipline and motivation.
- Able to work also independently and as part of a team .
- Pride in high-quality work.

