



JOB DESCRIPTION

SUPPORTER CARE (FUNDRAISING) ADMINISTRATOR



SAVING SPECIES FROM EXTINCTION | WWW.DURRELL.ORG

DURRELL WILDLIFE CONSERVATION TRUST is a Registered Charity with the Jersey Charity Commissioner, registered charity number: 1
DURRELL WILDLIFE CONSERVATION TRUST - UK is registered in England and Wales. A charitable company limited by guarantee. **REGISTERED CHARITY NUMBER** 1121989
REGISTERED COMPANY NUMBER 6448493 **REGISTERED OFFICE** c/o Intertrust Corporate Services (UK) Limited, 35 Great St. Helen's, London EC3A 6AP

PATRON HRH The Princess Royal **FOUNDER** Gerald Durrell, OBE, LHD **HONORARY DIRECTOR** Lee Durrell, MBE, PhD **CHIEF EXECUTIVE OFFICER** Lesley Dickie, PhD

INTRODUCTION TO DURRELL

Durrell Wildlife Conservation Trust is an international charity working to save species from extinction. Headquartered in Jersey in the Channel Islands, Durrell focuses on the most threatened species in the most threatened places.

Established by author and conservationist, Gerald Durrell, in 1959, Durrell delivers its conservation mission through our three integrated core areas of operation:



**A centre of excellence
in animal husbandry,
research, training and
education**



**Training future
conservation practitioners
and monitoring and
evaluating conservation
science which underpins
all Durrell activities**



**Conservation action
where it is needed most**

With a track record of 60 years, Durrell leads some of the world's longest running and most successful species and habitat recovery programmes. The quality of our work is equally as important as how we deliver it. Our values, underpin how we approach our work and the work environment we create.

OUR VALUES

PURPOSEFUL

We are clear on why we do what we do, are connected as an organisation, we understand and demonstrate enabling / delivery, we are passionate about what we do and work tirelessly to achieve it.

ACCOUNTABLE

We are accountable for our actions; we act with integrity and always have the best interests of the Trust at heart. We take it upon ourselves to update our knowledge and deliver excellence, and our ethics are of the utmost importance.

SUPPORTIVE

We develop and encourage our staff, we work as a team, work well with other departments and trust and respect each other. We promote a learning culture, treat people fairly, encourage diversity in the workplace, and value the opinions and views of others.



JOB PURPOSE

To support the Fundraising Team to deliver excellent service to Durrell supporters; including donors, and prospective supporters. To build strong and loyal relationships through written and verbal communication, efficient administration and acknowledgement of donations and maintenance of accurate database records.

The role will also provide support for Durrell's community and event supporters in Jersey, providing an exceptional level of encouragement. The role is the main point of contact for community and event fundraisers and takes a lead in digital communication including fundraising platforms and social media.

Tasks will include sending out materials, speaking to people on a daily basis, inputting data, processing donations, managing data reports, answering enquiries and thanking our supporters

The right person will be a strong communicator and administrator who is enthusiastic in supporting fundraising. You will be able to offer a high standard of customer care effectively to a wide variety of people and will be able to work to tight deadlines in a fast-paced environment.

Durrell is a rewarding place to work, every day you will be helping to make a difference and enabling our vision of a wilder, healthier, more colourful world in which species can thrive and people can enjoy a deeper connection with nature, generation after generation.

**SUPPORTER CARE
(FUNDRAISING) ADMINISTRATOR**

DEPARTMENT
Fundraising

REPORTS TO
Supporter Care Coordinator

LOCATION
Manor House



PRINCIPAL ACCOUNTABILITIES

- You will be the first line support for all fundraising enquiries and support the wider Fundraising team in providing exceptional supporter care.
- Assisting with the administration and daily operation for fundraising enquiries including membership and all associated processes.
- Producing fundraising and membership communications, sending out letters, making membership cards etc.
- Dealing with phone calls and email enquiries.
- Taking donations, membership & adoption orders/payment over the telephone.
- Thanking supporters for donations in accordance with agreed policy.
- Assist with the upkeep of Durrell's supporter database to ensure all data recorded is accurate and up to date (to include the logging of contact activity, new and lapsed members, update of contact details, name changes).
- Build and maintain relationships with community and event fundraisers, ensuring they are supported before, during and after their events and provided with information to maximise their income and rewarded for supporting Durrell.
- To be part of a team providing a central point of contact for enquiries from existing and potential supporters of Durrell (e.g. members, & donors) to ensure a personal and engaging customer service.
- As a member of the Marketing / Fundraising team to contribute to securing the income and cost targets set in the annual business plan.



KNOWLEDGE, SKILL AND ABILITY

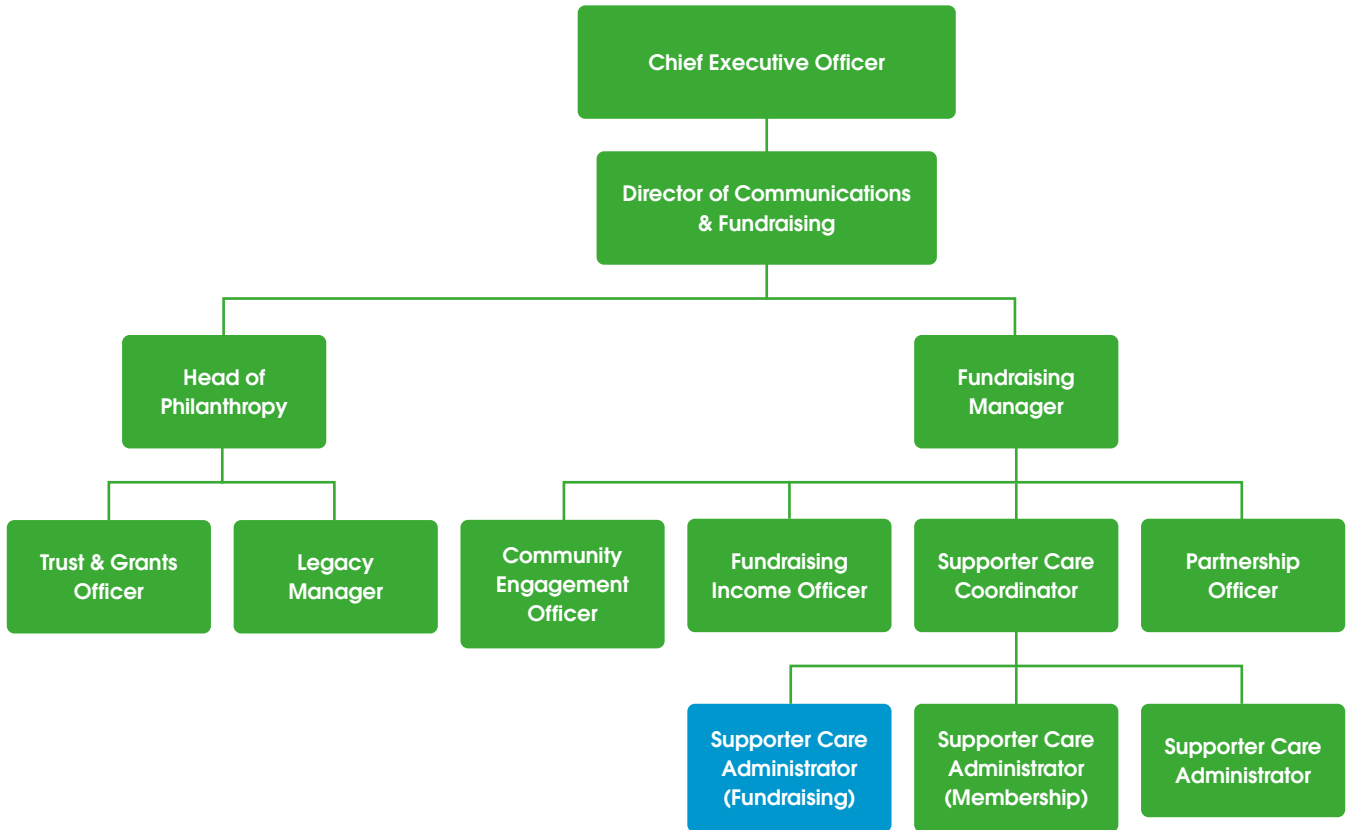
- A high level of initiative and excellent oral and written communication skills.
 - Experience within an administration and customer service environment is preferable.
 - Outstanding customer services ethic.
 - Proven ability to act in a courteous manner at all times and to show high levels of discretion, tact and diplomacy in resolving customer issues.
 - Good working knowledge of all Microsoft packages including Word, Excel and Outlook and the supporter database to maintain meticulous donor records and administration systems, in line with agreed protocols.
 - Understanding and willing to learn how to maximize benefits of JustGiving and other social media and online fundraising tools.
 - Excellent time management skills and the ability to work under pressure.
 - Commitment to be part of a team working to ensure Durrell Wildlife Conservation Trust has a financially secure future.
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BEHAVIOURS AND VALUES

- Passionate about supporter/customer care and will thrive in a team working environment.
- Take the initiative when appropriate, proactively seek ways to improve or enhance supporter care processes and procedures whilst working with colleagues and team to find solutions.
- Excellent time management and ability to work to deadlines with the ability to organise own workload, to adapt to changing demands.
- Interest in conservation and an understanding of, and commitment to, Durrell's vision, mission and aims



TEAM ORGANOGRAM



OUR LOCATION



Durrell Wildlife Conservation Trust, Les Augres Manor,
La Profonde Rue, Trinity, Jersey, JE3 5BP