



**Herts &
Middlesex**
Wildlife Trust



Individual Giving Assistant – Part Time *Recruitment Pack*

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Staff team © Hayley Lewis

1 Message from the Chief Executive

Wildlife is in trouble. We need to reverse the trends in species and habitat decline and this is a crucial time to address the ecological and climate crisis. Are you one of the people we are looking for to play a key role in nature's recovery in Hertfordshire and Middlesex?

Our strategy for a wilder Hertfordshire and Middlesex is ambitious. We have set a target of 30% of land to be protected and managed for wildlife by 2030 and we want to be a catalyst for a step change in the number of people taking action for wildlife.

That's why we are recruiting for an Individual Giving Assistant. You'll be part of the Development Team, working to provide administrative support for the Trust's income generation activities, including processing new supporter records and memberships/donations, data entry, providing high-level supporter service to existing and new supporters, supporting our donor stewardship and development activities.

We are looking for someone who is organised, with an understanding and experience of administrative processes and strong IT skills. You must be a compelling advocate for the work of the Trust.

If you feel you have the drive, knowledge and experience we need and want to work with people who care passionately about the future of wildlife, please do apply.

Lesley Davies

**Lesley Davies
Chief Executive**



2 About the Role

Title	Individual Giving Assistant (Part Time)
Reports to	Senior Individual Giving Officer
Responsible for	Volunteers
Work area	The Trust's activities cover Hertfordshire and the London Boroughs of Barnet, Enfield, Harrow and Hillingdon. The Trust's offices are at Grebe House, St Albans, AL3 4SN Office based with ad-hoc home working where appropriate, further details to be agreed upon successful job offer
Hours	22.5 hours per week (part time – across 3 to 5 days per week)
Salary	£13,849 (FTE £23,082) (scale point 18) plus contribution to pension auto-enrolment
Employment Term	Permanent
Job purpose	As part of the Development Team, the Individual Giving Assistant provides administrative support for the Trust's income generation activities, including processing new supporter records and memberships/ donations, data entry, providing high-level supporter service to existing and new supporters, supporting our donor stewardship and development activities.

Main responsibilities

- 1. Active contributor to the Individual Giving Team in delivery of the Trust's Strategic Plan and Annual Activity Plans.**
- 2. Deliver efficient and conscientious administration and supporter service to the Trust's members, donors and supporters.**
- 3. Process new memberships, donations and other fundraising income to the Trust, and arrange the necessary audience-appropriate acknowledgements, confirmations and welcome communications in line with the Trust's supporter journey activities.**
- 4. Create and maintain accurate supporter records on the Trust's CRM system, including personal and financial details, Gift Aid declarations, communication preferences and any other data relating to their support in line with data protection and fundraising best practice.**
- 5. Coordinate and deliver efficient and regular communications with Trust supporters across multiple channels (i.e. post, email, phone), to record and help**

build good relationships as part of our donor stewardship and development activities.

6. Provide administrative and development support for the Individual Giving Team's income generation activities as required, including Trust memberships, donations, legacies, fundraising campaigns, retail, community fundraising and engagement opportunities.
7. Provide administrative support as needed across the Development Team.
8. Support provision of progress updates on delivery activity within the Individual Giving Plan for inclusion in regular Council and Committee reports.
9. Support delivery of fundraising activities and promotion at Trust events and other engagement activities as appropriate to role.
10. Demonstrate our Trust values every day behaving with courage, respect, and integrity whilst trusting others and taking responsibility for your actions at all times.
11. Champion our commitment to being fully inclusive, accessible, and reflective of our local diverse communities, putting this into practice at every opportunity to maximise the success of our engagement activities.
12. Carry out any other duties as required by the Line Manager and consistent with the job purpose.

The Trust retains the right to amend the job description in consultation with the post holder to reflect changes in or to the job.

Date prepared: May 2024

	Essential	Desirable
Personal qualities	<ul style="list-style-type: none"> • Personable and self-motivated. • Positive, collaborative and able to work on own initiative, managing own workload to meeting deadlines. • Great team player, working in and supporting a team. 	<ul style="list-style-type: none"> • Enthusiasm for wildlife and nature conservation and the work of The Wildlife Trusts. • A commitment to the voluntary/charitable sector.

	<ul style="list-style-type: none"> • Good communicator – both written and verbal, with commitment to good customer service and an ability to communicate with a diverse audience. • Honest, trustworthy and committed to delivering great customer service, respectful of handling sensitive information. • Commitment to continual improvement and development. 	
<p>Experience, knowledge and skills</p>	<ul style="list-style-type: none"> • Practical experience of working with contact or client databases. • Knowledge and experience of providing administrative support for fundraising and/or supporter services. • Experience of providing customer-facing support. • Understanding of fundraising and data protection compliance. • Excellent administrative, record keeping and time management skills. • Excellent numeracy and organisational skills. • Good concentration, working to a high degree of accuracy and attention to detail. • Ability to maintain detailed records and files, with the highest confidentiality at all times. 	<ul style="list-style-type: none"> • Experience of working with volunteers • A full and valid driving licence

	<ul style="list-style-type: none">• Strong IT skills, including CRM databases (experience with Access / ThankQ beneficial), and a good standard across the MS Office suite of applications.	
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Conditions

- A commitment to equal opportunities and to the Trust's values.
- Attendance at the Trust office and at face-to-face meetings as agreed and as required by the role.
- Occasional weekend or evening working.
- Local travel to sites and events.
- Occasional travel to national meetings and conferences.

How do we support you?

The Trust strives to be a positive employer supporting our staff through flexible and hybrid working, and training and development. We recognise the importance of our staff team and looking after their health and wellbeing. Our values and expected behaviours reflect the culture which the Trust seeks to maintain to ensure productive, efficient, effective and pleasant workplaces and roles.

In support of this, we offer an excellent benefits package, ranging from office perks, generous leave entitlements and financial benefits. You can find out more here - <https://www.hertswildlifetrust.org.uk/jobs/benefits>

How to apply

It's quick and easy to apply.

First, have a read through the job purpose and requirements of the role. You may also want to have a read through the full job description and person specification which are available on the jobs page of our website – www.hertswildlifetrust.org.uk.

If you have any specific questions relating to the role, or if you are excited by this opportunity but you don't meet every single requirement, then please do get in touch. You might be the person who could have the biggest impact and we are committed to supporting professional development.

Should you need any adjustments to the recruitment process, either at application or interview, please contact us.

If you would like an informal discussion about this opportunity, please email recruitment@hmwt.org or phone the office on 01727 858901 to book a call with Sarah Croft, Senior Individual Giving Officer.

When you're ready, just email recruitment@hmwt.org with your up-to-date CV and a supporting statement (max 2 sides of A4), outlining your interest in the role and how you meet the role's criteria. We will only review applications that include both a CV and supporting statement.

The deadline for applications is 9am on Monday 24th June 2024.

All applicants will be sent a request to complete a voluntary, anonymous equal opportunities form online.

We try to get back to everyone, but this isn't always possible, so if you have not heard from us within a week after the application deadline, unfortunately it will mean that your application was unsuccessful on this occasion. Keep checking back on our jobs page though as we often have new opportunities.

Selection Process

If you are successfully shortlisted, you will be invited to have an initial [informal] call on Monday 1st July to discuss your application.

Shortlisted candidates will then be invited to attend an interview on Friday 5th July. This will preferably be in person at our office in St Albans, or can be arranged virtually (Microsoft Teams) on request.

An offer of employment made by Herts and Middlesex Wildlife Trust is subject to:

- Satisfactory written references

- A pre-employment medical assessment to ensure we make any necessary adjustments for you and to confirm suitability for the role
- Confirmation of the right to work in the UK
- A satisfactory Disclosure Barring Check

Information from your application will be processed in accordance with the General Data Protection Regulations. Individuals have, on written request, the right of access to personal data held about them. Please see our Applicant Privacy Notice on our website - hertswildlifetrust.org.uk/policies.

Formed in 1964, Herts and Middlesex Wildlife Trust strives to stand up for wildlife and play a leading role in nature's recovery. We are part of the national federation of Wildlife Trusts which cover the whole of the UK and we work closely with our Wildlife Trust colleagues to raise awareness of and deliver landscape-scale conservation.

There is great contrast within Hertfordshire and the four Middlesex boroughs we cover, from urban areas to quiet agricultural landscapes. We have a wide variety of habitats from flower-rich grasslands and ancient woodlands, to our internationally important chalk streams. In our nature reserves and the wider countryside, we have nationally rare species such as water voles and black-necked grebe. Protecting existing places which are important for wildlife and seeking to connect these sites is vital. Our area faces the combined challenges of climate change and biodiversity loss, as well as high levels of new housing and transport infrastructure.

The Trust's Strategy 2030 sets out our vision and goals. We want to see more space for nature and more people standing up for wildlife and taking action. It is also important that nature is recognised as playing a central role in helping to address issues such as climate change and health and wellbeing. An objective shared by all the Wildlife Trusts is to achieve 30% of land managed and protected for wildlife by 2030.

Working at the heart of communities across our area, we are supported by 23,000 members. Over 600 volunteers help our work on nature reserves, biological recording and engagement activities. We run a variety of partnership projects through our Wilder Communities programmes which aim to inspire the local community and be the catalyst for action. Inspiring people to take action for wildlife through events, communications, project work and advocacy work is core to the Trust and aims to help us to achieve the step change needed to give wildlife and wild spaces a more positive future.

We manage over 40 nature reserves which cover habitats including ancient woodland, lowland meadows, heathland, wetlands and lakes. They are managed to maximise their value for wildlife and to be welcoming places for visitors. We also provide advice to landowners such as schools, golf courses, local authorities and farmers on action they can take for wildlife which is core to seeing the 30 by 30 target achieved; partnership working is fundamental to our work, we cannot achieve nature's recovery on our own.

The Trust hosts the Herts Environmental Records Centre and in 2020 we published the Herts State of Nature report. This analysed changes to species and habitats over the last 50 years and identified priorities for conservation action in our area. This research underpins the work of the Trust and we use it to inform the work of others, such as the upcoming Local Nature Recovery Strategy.

The Records Centre plays a key role in inspiring people to record and share their wildlife sightings, which is used to inform our conservation priorities. Our planning advisors alongside

the Records Centre play a vital role in informing the planning agenda, commenting on planning applications, local plans and major infrastructure to ensure that the ecological implications of new housing and infrastructure proposals are fully considered. We are playing a leading role in advising local authorities to understand and implement biodiversity net gain.

The Trust is one of 46 local Wildlife Trusts across the UK, supported by over 800,000 members and managing 2,300 nature reserves across the UK. Together the Wildlife Trusts lobby for better protection of wildlife and wild places and are dedicated to nature's recovery.

To find out more about our work, please visit our website hertswildlifetrust.org.uk

To view the Wildlife Trusts national website visit wildlifetrusts.org

Our strategy

We believe that wildlife should be able to thrive alongside our everyday lives and that everyone benefits from having access to nature. If we work together as a community, nature will recover and we will create a greener, sustainable and wilder future.

This is a pivotal time and we must all take action for wildlife before it is too late. Based on the findings of the Trust's seminal report *Hertfordshire State of Nature*, published in 2020, we have created a strategy for nature's recovery across Hertfordshire and Middlesex, underpinned by three goals:

- More land in Hertfordshire and Middlesex is managed and protected for nature
- More people are standing up for wildlife and taking action for nature's recovery
- Nature plays a central and valued role in helping to address climate issues and people's health and wellbeing

Our values

We are passionate about standing up for wildlife and offer leadership in wildlife conservation in Herts & Middlesex. We do this by being:

- Driven to inspire and support others to take action for wildlife
- Forward looking with ambition and innovation
- Collaborative and partnership minded
- Delivery and solution focused
- Lead by science

Our culture

We are a welcoming organisation which encourages professionalism and consideration of others. We expect all our team members to strive to be:

- A positive member of the team

- Open to new ideas and ways of working
- Aware of self and others
- A great representative of the Trust
- Demonstrate good organisation and planning
- Strive to communicate well
- Demonstrate trust and integrity



“We have the choice of a better – and wilder – future. A future where wildlife thrives alongside people. A future where nature helps us in the fight against climate change.

The time is now to create a wilder future.”

Sir David Attenborough
President Emeritus, The Wildlife
Trusts

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