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[@SheldrickTrust](https://www.instagram.com/SheldrickTrust)

SAVING WILD LIVES TODAY  
SECURING HABITATS FOR THE FUTURE

## FUNDRAISING SUPPORT OFFICER

**Location:** Billingshurst, RH14 (on-site role)

**Salary:** £26,000

**Hours:** 5 days a week (9am – 5.30pm)

### About Sheldrick Wildlife Trust UK

The Sheldrick Wildlife Trust (SWT) is a pioneering conservation organisation, working across Kenya to protect endangered wildlife and preserve habitats for future generations. Through projects including our world-renowned Orphans' Project, veterinary interventions, anti-poaching operations, and community outreach, we are dedicated to securing a future for wild species. Sheldrick Wildlife Trust UK plays a vital role in supporting conservation projects, raising funds, cultivating donor relationships, and engaging supporters to sustain and build upon life-saving work in Kenya.

### The Role

We are seeking a motivated, detail-oriented Fundraising Support Officer to join our UK team. This is an excellent opportunity for someone passionate about wildlife conservation, eager to learn, and looking to develop a career in fundraising and supporter care.

The Fundraising Support Officer will be central to ensuring our supporters receive the highest standard of care. Working across individual giving and retail, the postholder will gain valuable experience in many areas of charity fundraising and supporter engagement.

### Key Responsibilities

- Supporter care, to include answering email, post, and telephone correspondence, providing receipts and donor follow-up.
- Accurate recording of donations and correspondence on the charity's CRM system.
- Support the regular giving and orphan adoption programmes.
- Support to the Retail Manager, including acting as point of contact for order enquiries, exchanges, and returns, and assisting with fulfilling orders from the charity's online shop.
- Support the Communications team by drafting and proofreading thank-you letters, donor updates, and impact reports.
- Assist in developing and attending charity events.
- Assist with general fundraising administration and other duties as required by the team.



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## Person Specification

### *Essential:*

- Demonstrable experience in building relationships with customers or stewarding supporters and donors.
- Excellent written and verbal communication skills, with a polite and professional manner.
- Strong organisational skills and attention to detail.
- Confident using Microsoft Office (Word, Excel, Outlook) and comfortable learning new systems.
- Familiarity with CRM systems and/or handling supporter or customer data.
- Experience in customer service and administration.
- Ability to work both independently and collaboratively in a small team.
- Enthusiastic, proactive, and willing to take on a variety of tasks.
- Ability to manage multiple priorities in fast paced environment.
- A genuine interest in wildlife conservation and the mission of Sheldrick Wildlife Trust.

### *Desirable:*

- Minimum two years' experience in donor care or customer care role.
- Experience drafting written communications for a public audience.
- Understanding of the UK charitable sector and fundraising principles.
- Understanding of data protection, including GDPR.

## What We Offer

- A supportive and friendly team environment.
- Opportunities for professional development in fundraising and supporter care.
- The chance to play a key role in protecting wildlife and habitats through one of the world's most respected conservation charities.

## **ADDITIONAL BENEFITS**

24 days holiday + UK public holidays pro-rata

5% Employer Pension Contribution

Enhanced Maternity, Adoption, and Paternity Leave and Pay