



SURREY WILDLIFE TRUST

Role description and skills profile

ROLE TITLE	Membership and Community Engagement Administration Volunteer
POINT OF CONTACT	Jennifer Mason (Membership Manager) and Samantha Salt (Volunteers and Communities Officer)
START DATE	As soon as possible

1. Why do you need me?

The Membership team look after our valuable members who help make our vital work possible. This involves processing memberships, ensuring Gift Aid can be collected where appropriate and putting together membership packs. We need the support of an administration volunteer to ensure membership resources and communication are delivered to a high standard, and to record membership details.

Our Community Engagement team work to support and coordinate our dedicated volunteers who assist the delivery of practical conservation tasks across Surrey as well as delivering environmental education, citizen science and conservation grazing support. We need the help of an administration volunteer to help us register volunteers and keep our volunteering opportunities up-to-date on our website.

Supporting these administration tasks is a crucial part of our work engaging members and volunteers, who are vital to the restoration and protection of wildlife across Surrey.

2. What activities will I be involved in?

- Membership data entry
- Scanning and uploading Gift Aid declarations
- Making up membership packs

- Uploading details of volunteer work party days on the Surrey Wildlife Trust website
 - Registering volunteers on our CRM system
 - Contacting volunteers when needed
-

3. What skills and abilities will I need to have?

- Highly confident computer literacy
 - Willingness to learn new computer systems
 - High attention to detail
 - Previous experience with CRM is preferred but training will be given
 - Good organisational skills
 - Flexibility
-

4. What are the goals?

- Our aim is to update our records, by keeping the database current
 - Ensure the Membership and Community Engagement teams are supported, to provide a good quality service to supporters of the Trust
-

5. What can I gain from this experience?

- Experience and understanding of how to use CRM database
 - Be part of a team that truly cares about the environment and people
 - Utilise existing skills, or learn a new skill set
-

6. How much time do I need to give?

- Preferably one day a week, ideally on a Thursday.
-

7. Where will I be based? Will I need my own transport?

- This role will be based at Pirbright, and a laptop will be provided.
 - You will need to get yourself to Pirbright. There is on-site parking and transport links (please note, the nearest station is a 20 minute walk from the office)
-

8. Is there an induction and training?

-
- Yes, we will provide training in the software and show you what needs to be done.
-

9. Will my travel expenses be paid?

- If you are unable to carry out your voluntary role due to the cost of travel, we will seek to reimburse out-of-pocket travel expenses within agreed guidelines. Travel expenses will only be paid if agreed beforehand by the Community Engagement team. All claimed must be in accordance with the Trust's Expenses Policy.
- As a charity with limited funds, Surrey Wildlife Trust's ability to pay travel expenses is dependent on resources being available.