



## SURREY WILDLIFE TRUST

### Role description and skills profile

---

|                         |  |
|-------------------------|--|
| <b>ROLE TITLE</b>       | <b>Membership Administration Volunteer</b> |
| <b>POINT OF CONTACT</b> | <b>Jennifer Mason (Membership Manager)</b> |
| <b>START DATE</b>       | <b>As soon as possible</b>                 |

---

#### 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.

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?

---

- Using CRM system to get info on members and making welcome calls
  - Scanning and uploading Gift Aid declarations and DDI
  - Making up membership packs
  - Membership data entry
- 

#### 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 team is supported, to provide a good quality service
- 

#### **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, 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. All claims 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.