



Cheshire
Wildlife Trust

**Let's bring wildlife back together -
for everyone, everywhere**



Fundraising Administrator (job share)

Candidate information pack



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Purpose and impact of the role

We have reached a tipping point. Wildlife is in freefall both locally and nationally and our climate is in crisis. By 2030 we must see nature recovering, wildlife returning and ecosystems restored and we need many, many more people on nature's side.

Cheshire Wildlife Trust is a fast-growing environmental charity which is part of the UK-wide federation of Wildlife Trusts. With the local support of over 17,500 members and almost 1 million members nationally, you will be a part of a dynamic organisation which is at the forefront of bringing wildlife back. Your role will help achieve our 2030 goals to put nature into recovery, mobilise at least 1 in 4 people to be on nature's side and ensure that the environment plays a full role in addressing the climate crisis. In short, we need to create a [Wilder Cheshire](#).

This role sits within the Fundraising and Communications Directorate.

The main purpose of the department is to achieve our strategic engagement goals and grow our voluntary income by igniting people's passion for and connection with nature.



The specific purpose of this position is to:

- To use the CRM and other administrative systems to ensure accurate records are kept, and support the delivery of fundraising and communications activities.
- Deliver excellent supporter care and stewardship.
- Ensure timely and accurate processing of information including collection of Direct Debit payments and submission of Gift Aid claims.

Overview

Title: Fundraising Administrator

Team: Fundraising & Communications

Responsible to: Fundraising Manager

Term: Permanent

Salary: £24,591 – £28,691
(£14,574 £17,214 pro rata)
starting salary: £14,574

Hours: Part-time job share. 21 hours per week.

Location: Bickley Hall Farm HQ.
(SY14 8EF)

Main duties and responsibilities

- Timely, accurate and compliant BACS Direct Debit processing & procedures.
- Preparation and submission of Gift Aid claims, ensuring that the Trust's practices are compliant with HMRC requirements.
- Complete monthly and year end reconciliations between CRM and the financial ledger.
- Create and maintain accurate records, including members, supporters, prospects and income.
- Promptly and appropriately acknowledge and administer all memberships, donations, gifts, adoptions and other purchases.
- Review and resolve membership administration and supporter queries promptly to maximise retention and support.
- Build positive relationships with individual supporters by taking a personal approach and communicating confidently about the Trust's work to ensure that they feel their support is valued.
- Assist with the delivery of regular communications with supporters across all channels.
- Work with colleagues to deliver fundraising and supporter events.
- Complete all essential fundraising administration tasks.
- Organise, import and export data accurately and effectively to support the delivery of fundraising and marketing campaigns.



Main duties continued...

- Work with relevant colleagues to cleanse and organise data to improve the accuracy and effectiveness of CRM records.
- Work with colleagues to establish and document systems and procedures which support an effective and compliant CRM database and fundraising administration function.
- Provide regular reports and analysis including weekly/monthly fundraising KPI reports and RSWT annual survey information.
- Help ensure compliance with relevant fundraising and marketing regulations and guidelines, General Data Protection Regulation (GDPR) legislation and information security requirements.

Strategy, delivery and managerial responsibility:

- No responsibility for others.
- Reports to either a Team Leader or Programme Manager and is responsible for delivering a defined work programme that supports the overall outcomes of the department.

Fiscal responsibility:

- Accountable for handling cash and/or supplier contracts up to a total value of £50k pa





Legal Responsibility:

- Expected to comply with the limits and authorities set out in Cheshire Wildlife Trust's Financial and General Schemes of Delegation.
- Required to comply with the Health & Safety at Work Act, General Data Protection Regulations, fundraising regulations and Cheshire Wildlife Trust's policies and procedures.
- Required to work within the limits set out in your individual competency record and to undergo competency-based training as required.
- Responsible for following safe operating procedures to keep yourself safe at work and for maintaining a safe workspace.

Relationships:

- Expected to be an ambassador for Cheshire Wildlife Trust. Responsible for upholding the Trust's reputation, image and level of service.
- Expected to promote membership at all available opportunities and engage positively with potential and current supporters.
- Required to maintain effective and close working relationships with colleagues within your own team and work with others across the organisation.
- Required to pass on and receive information from external contacts.

Person specification

Knowledge and experience

You will be expected to have at least 2 years relevant experience or at least a Level 2* qualification or be qualifying associate or an associate of a professional body within one or more of the following fields: Administration; Customer/Supporter Care; CRM administration.

In addition you will need to demonstrate knowledge and/or experience of the following:

- High level of IT competency, ideally including Microsoft 365
- GDPR and data protection requirements
- Understanding of the principles of good customer care
- Experience of working with a CRM including system administration
- Experience in an administrative role requiring confident handling of complex information from a variety of sources
- Accurate data entry
- Experience of handling customer/supporter details including sensitive and personal information
- Experience of delivering high quality customer/supporter care
- Experience of communicating confidently with customers/supporters to demonstrate appreciation of support, highlight opportunities for engagement and feedback on impact.
- Experience of writing personalised engaging communications including letters and emails.
- Experience of reporting and analysing data
- BACS and Direct Debits processing (desirable)

*You can check whether a qualification you hold is at the right level [here](#).



Transferable skills

- You can demonstrate good professional conduct, appropriate behaviours and set an example to others. You are able to demonstrate that you take responsibility for own learning and development.
- Able to follow risk assessments and identify safe working practices for self and others.
- Able to communicate information confidently and clearly in ways appropriate to the audience.
- Able to independently produce written communication to inform and persuade others.
- Able to demonstrate skills in methods of data management and sharing, in line with legislation and appropriate internal and external protocols.
- Confident in the use of a range of common and bespoke software packages and able to collect, manage and present data.



Transferable skills continued...

- Able to demonstrate that you understand Cheshire Wildlife Trust's vision and values and the need for environmental sustainability in the workplace and can contribute to achieving targets.
- Able to demonstrate an awareness of the importance of good customer service and the relevance of your own behaviour in dealing with external contacts and members of the public.
- Understands equal opportunities and actively supports others by demonstrating inclusive behaviour.



Personal qualities

We expect all who work for Cheshire Wildlife Trust to demonstrate the following personal qualities:

- Be passionate about securing a future for local wildlife on land and sea
- Be someone who leads by example and makes decisions based on evidence
- Be proactive, professional and pioneering in your everyday work
- Make sustainable choices
- Be able to work both alone and as part of a team
- Be flexible, practical and well organised
- Be friendly and approachable
- Have the means to travel to our headquarters as and when required.



Benefits and rewards

We are a small and friendly organisation employing around 70 staff supported by a network of delivery partners, volunteers and trainees. The people who work for Cheshire Wildlife Trust are passionate about the natural environment and local wildlife conservation. We have a highly motivated and committed team who are driven to succeed, and we believe that our staff thrive best in a culture of creative freedom within a strategic framework. Many staff are involved in Cheshire Wildlife Trust's activities outside of their duties such as occasional volunteering to help with a wildlife survey or helping run a weekend/evening event.

At Cheshire Wildlife Trust we embrace agile working with a focus on supporting you to achieve your objectives alongside a healthy work-life balance.

Our headquarters at Bickley Hall Farm (SY14 8EF) are set in the beautiful Cheshire countryside on a working farm managed by Cheshire Wildlife Trust. The farmhouse provides our main office space with fantastic views and the opportunity to walk around the farm in your free time.



Our full terms and conditions of employment are set out in your employment contract, staff handbook and benefits and remuneration handbook which will be issued to you at the start of your employment. A summary is included below:

Future planning

- Group Personal Pension Scheme with contributions matched up to 7.5%
- Life Insurance cover of 3x salary

Career progression

- All new employees undertake a probationary period of 6 months, in which time they are expected to demonstrate their suitability for the post.
- A personal development plan and paid job-related training.
- A salary and career progression framework with clear criteria.
- Salaries are externally and internally benchmarked.
- Professional membership fees are paid.

Annual leave

- Starting full-time allowance of 25 days plus public holidays. One additional day is awarded after year 1,2,3,5,10 and 15 (pro-rated for part-time workers).
- Salary sacrifice scheme with the option to purchase up to an additional 5 days annual leave per annum (available from the April after your start date and pro-rated for part-time workers).
- Time Off in Lieu available for out of hours working



Employee health support

- Employee Assistance Programme
- Access to a mental health first aider
- Eye tests paid for and paid time off for medical appointments

Parents and carers support

- Parental and compassionate leave policies in place

Travel

- Business mileage paid in accordance with our travel and expenses policy and if necessary, access to a Cheshire Wildlife Trust vehicle.
- A salary sacrifice bike to work scheme.

Other perks and culture

- We are committed to ensuring we reflect and represent all parts of society by improving access to jobs and training opportunities for groups currently under represented in our sector. Read more about [our commitment to Equality, Diversity & Inclusion here](#).
- Annual staff away days
- Subsidised Christmas meal
- Dog friendly office available
- Discount from Cotswold Outdoor
- A dress for the day culture
- Access to charity worker discounts
- Relevant professional membership fees paid
- Salary sacrifice schemes for technology e.g. personal laptops/TV's



How to apply

To apply for the position please send a copy of your CV as well as a covering letter in **PDF format** to Emma Raine (HR Officer) jobs@cheshirewt.org.uk

Your covering letter should explain in no more than **one side** of A4; which role you are applying for, and what skills and knowledge you have that you make you the right person for this role.

The closing date for this role is midnight on Monday 5th May 2025.

We expect to hold interviews for this role on Monday the 12th of May at our Malpas headquarters.

Applicants must have the right to work in the UK. Sorry, we are unable to offer sponsorship for this position.



Wild About
Inclusion