



**Supporter Assistant**  
British Trust for Ornithology

# BRITISH TRUST FOR ORNITHOLOGY

## 'A WORLD INSPIRED BY BIRDS AND INFORMED BY SCIENCE'

BTO harnesses the skills and passion of birdwatchers to advance our understanding of ornithology and produce impartial science, communicated so that it can be of benefit to everyone.

### OUR GOALS

BTO increases knowledge of birds and other wildlife, and their relationships with the environment and people, by:

- Enabling more people to learn about birds and science and grow through participation in environmental discovery.
- Delivering impartial, impactful and relevant science.
- Inspiring and empowering people with an understanding of birds and the importance of knowledge.

### OUR PRIORITIES

We will reach our goals by:

- Providing more and better opportunities for people to contribute to our work.
- Monitoring the status of species, researching their ecology and understanding how they respond to change.
- Communicating great stories that bring to life the long-term data, information and knowledge that we hold.

## OUR IMPACT

Our surveys, monitoring schemes and research programmes are designed by expert scientists to answer some of the most pressing questions affecting birds and their habitats. Because of our independence we are able to share our data, expertise and knowledge to inform decision-makers, educate the public and support conservation action. Our long-term datasets provide a measure of change and enable us to look for impacts and test solutions. Our vibrant volunteer network makes us highly effective and ensures that our work reflects the interests of those for whom birds and wildlife are important.

## OUR FOUNDATIONS AND VALUES

The success of BTO is based on firm foundations that include: motivated and skilled staff and volunteers; a strong reputation; a robust business model and effective governance systems and processes.

We are:

- Inclusive and supportive
- Impartial
- Passionate
- Collaborative and open to new ideas

BTO is a Registered Charity Number 216652 (England & Wales), SC039193 (Scotland).



# SUPPORTER ASSISTANT

The British Trust for Ornithology is seeking an enthusiastic self-starter with excellent customer service skills to join the Engagement Team and help steward the BTO's growing supporter community.

The successful applicant will be able to use Microsoft Office and ideally have experience in the use and maintenance of customer relation databases. You will have good communication and organisational skills, a high standard of accuracy in maintaining records and a flexible and adaptable approach to a variable workload.

The Engagement Team, led by the Head of Engagement, Deb Lee, is responsible for the engagement, help and stewardship, administration and database management of a community of approx. 150,000 supporters.

You will report to the Senior Supporter Administrator, Sam Graham, and work as part of the Supporter Team in engagement. You will also have a key role supporting members and supporters.

## WHAT YOU WILL DELIVER

The successful applicant will:

- Act as part of a team to support our members, volunteers, and the wider public in their engagement with BTO by providing a friendly and professional service when dealing with their enquiries using a range of media (phone, email, letter) and using own initiative to direct specialised queries elsewhere as appropriate.
- Provide informed support to the public through familiarity with the GBW survey and any online processes eg GBW registration, data input, joining, payment, etc.
- Carry out day-to-day administration within the communications department, including dealing with mail and payments, answering correspondence, providing assistance in the administration around events and around promotional materials etc.
- Maintain accurate records in our Customer Database, including inputting new member and supporter records, membership and surveyor details, updating changes to records, inputting payments and donations, taking bookings, etc.
- Carry out day-to-day administration of Gift Aid declarations, including entering information into the Customer Database.
- Provide administrative support for Engagement, Fundraising and Garden BirdWatch (including related surveys and initiatives), liaising with the Head of Fundraising and the Garden BirdWatch Organiser as necessary.
- Run queries and reports from our Customer Database as required.
- Ensure stocks and completeness of new joiner packs.
- Other general office duties and tasks as may be required commensurate with the level and purpose of

## ABOUT THE ROLE

the role; for example covering the post rota, photocopying and helping elsewhere within the organisation including supporting the Supporter Development Officers as necessary.

- To maintain day-to-day compliance with data and child protection legislation by ensuring supporter data and child protection requirements are correctly recorded and applied.

## WHAT YOU WILL BRING TO THE SUPPORTER TEAM

### Essential:

- Experience of database input and a high level of accuracy in maintaining records.
- Good word processing and computing skills and an ability to use a range of media (including mail merging).
- Excellent customer care skills with the ability to deal effectively and courteously with various enquiries from both supporters and the public.
- Conscientious, flexible and adaptable, with the ability to manage a variable workload.
- Good use of time management skills within a reactive environment and the ability to multitask.
- The ability to work well in a team and form positive relationships with colleagues.

- Good attention to detail with the ability to follow detailed work instructions.
- General office skills covering a wide range of tasks (as set out in the section above).
- Confidence when dealing with financial matters.

### Desirable:

- Ability to answer beginner bird queries.

### Additional responsibilities:

- Where necessary, the post-holder attends fairs, conferences and other events as part of the engagement team to help administer the event or staff promotional stands and engage with a wider audience.

This is not an exhaustive list; the successful applicant will agree objectives with the line manager.

## FIND OUT MORE ABOUT THE ROLE

For an informal chat about the position please contact Sam Graham, Senior Supporter Administrator (01842 750050 or [samantha.graham@bto.org](mailto:samantha.graham@bto.org))

## SALARY AND BENEFITS

A starting salary of £16,051 rising to £17,835 after 2 years.

A 37-hour working week.

The post will be based at BTO, The Nunnery, Thetford, Norfolk, IP24 2PU.

Annual leave entitlement on starting is 25 days plus bank holidays. The post holder will qualify for life assurance (four times salary) and be automatically enrolled in the BTO group personal pension scheme, benefitting from an 11% employer contribution.

## MAKING AN APPLICATION

If you have what it takes then we look forward to hearing from you – send your completed application form with a CV to Sian Knott via [jobs@bto.org](mailto:jobs@bto.org) stating the job title in the subject line.

Closing date for receipt of applications is 1pm on Wednesday 25 July 2018.

It is anticipated that interviews will be held week beginning 6 August 2018 in Thetford, at the BTO, IP24 2PU.

If you have a disability or long-term illness that otherwise prevents you from meeting any of the essential criteria, please contact us to discuss whether a reasonable adjustment could be made.