

**BRITISH TRUST FOR ORNITHOLOGY**

**The Nunnery  
Thetford  
Norfolk IP24 2PU  
Tel: 01842 750050; Fax: 01842 750030 e: jobs@bto.org**

<b>Job title</b>	Supporter Assistant	<b>Service area:</b>	Membership and Volunteer Engagement – supporter team
<b>Location:</b>	The Nunnery, Thetford, Norfolk	<b>Salary:</b>	<b>£15,736</b>
<b>Hours per Week:</b>	22 (Wed-Fri)	<b>Status:</b>	Fixed term - 6 months

**About the BTO**

The BTO is one of the world’s leading impartial, scientific research organisations specialising in knowledge about birds. Although our focus is bird populations in the UK, we are also working with others on a growing international programme and contributing to knowledge about taxa other than birds.

Our scientific research and field work includes programmes and surveys involving up to 50,000 volunteers, each of whose individual contributions are vital parts of the accumulated scientific knowledge, providing an unrivalled national picture of birds in the environment. We are committed to developing and advancing the science of ornithology through the involvement of volunteers, innovative analyses and use of the latest data-gathering technology. Our volunteers are encouraged, organised and supported by an active and committed network of more than 150 volunteer regional representatives and survey organisers, our local ambassadors.

We are interested in the context of changes in distributions and trends in wildlife populations in relation to their ecology and the habitats on which they depend. We are a major custodian of wildlife data, including over 210 million records of, mainly, bird species, and long-term datasets, a number of which now span over 50 years. We are committed to making our information and data available so as to optimise their use for nature conservation, land management, policy making and applied scientific purposes. We publish scientific results and provide impartial scientific advice.

We work in partnership with others in the academic and conservation science communities, with government departments and agencies, and with the private and voluntary sectors. We have a unique combination of professional scientists and volunteers, highly valued data and information, and modern surveys with online data entry and retrieval.

We are based at Thetford, Norfolk, UK, have offices in Stirling, Scotland, and Bangor, Wales and are also represented in Northern Ireland. We are a charity employing around 100 staff and have an annual turnover of around £5 million.

**About the department**

Membership and Volunteer Engagement, led by the Head of Engagement, Deb Lee, is responsible for the database management and customer service of approx. 150,000 supporters.

## About the people you will work with

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

## Person Profile: what you will deliver

1. 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 .
2. Provide informed support to the public through familiarity with the GBW survey and any on-line processes eg data input, joining, payment, etc.
3. 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.
4. To 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.
5. Day-to-day administration of Gift Aid declarations, including entering information into the Customer Database
6. Provide administrative support for Fundraising and Garden BirdWatch (including related surveys and initiatives), liaising with the Head of Fundraising and the Garden BirdWatch Organiser as necessary.
7. To run queries and reports from our Customer Database as required
8. Other general office duties and tasks as may be required commensurate with the level and purpose of the role; for example covering the post rota, photocopying and helping elsewhere within the organisation.
9. 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.

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

## Person Profile: what you'll bring to the team

### Skills knowledge and experience

1. Experience of database input and a high level of accuracy in maintaining records.
2. Good word processing and computing skills and an ability to use a range of media (including mail merging)
3. Excellent customer care skills with the ability to deal effectively and courteously with various enquiries from both supporters and the public.
4. Conscientious, flexible and adaptable, with the ability to manage a variable workload within deadlines.
5. The ability to work well in a team and form positive relationships with colleagues
6. Good attention to detail with the ability to follow detailed work instructions.
7. General office skills covering a wide range of tasks.
8. Ability to answer beginner bird queries.

## Additional responsibilities

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

## Benefits

Annual salary is £15,736. 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.

## Application

This is a fixed term position for 6 months offered on a part time basis (22 hours preferably Wednesday - Friday), normal working hours are Wednesday-Friday 9:00 to 5:30 (5:00 on Fridays), but we are happy to discuss flexible working at interview.

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.

**The closing date for receipt of applications is 1pm on Thursday 31 August.**

It is anticipated that interviews will be held in Thetford on **Monday 11 September.**

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.

For an informal chat about the position please call Deb Lee or Sam Graham on 01842 750050.