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Membership Venues & Events Assistant (Part-Time)

Yorkshire Wildlife Trust is one of the region’s largest and oldest charities, starting life by taking on the ownership and management of Askham Bog nature reserve on the edge of York in 1946. It is one of the 46 Wildlife Trusts and the *Royal Society of Wildlife Trusts* that together collectively form *The Wildlife Trusts Partnership*. Together, they are the biggest organisation in the UK working solely for nature.

Today, Yorkshire Wildlife Trust employ more than 150 staff, works alongside over 800 volunteers and 50 trainees supported by over 44,000 members. It manages over 100 nature reserves covering just over 3,000 ha of land and works with many other land managers assisting them to improve wildlife on their land – over 6,000 ha last year. The Trust involves people in nature conservation through the simple inspiration of visiting a Trust nature reserve, through events, through environmental education and community involvement. The Trust communicates and advocates for nature across all of Yorkshire, not least through commenting on over 400 planning applications each year.

Yorkshire Wildlife Trust works through a 5-year Strategic Framework, which sets out its strategic intent and provides a guide to taking up opportunities for nature conservation in Yorkshire; these are in turn translated into annual business plans. The Strategic Framework (2018-2023) is new and marries into the Partnership Strategic Framework published by the Wildlife Trusts’ Partnership.

Yorkshire Wildlife Trust’s mission is that Yorkshire should be rich in wildlife for the benefit of everyone with more wildlife, more wild places and more people having a strong connection to nature. Yorkshire needs a recovery of wildlife on land and sea. This can be achieved by creating and protecting and where possible connecting, wildlife-rich landscapes and seas (living landscapes and living seas) in a Society where nature matters.

**Living Landscapes** where…

* wildlife is abundant and thriving in our towns and cities, and across our rural landscape – from mountain top to seashore;
* whole landscapes and ecosystems have been restored to provide a resilient foundation for the lives of wildlife and people, for generations to come;
* wildlife can move freely across the land and along its watercourses, adapting to a changing climate;
* natural habitats and soils accumulate and store water and carbon – helping to slow down climate change and to reduce the risk of droughts and floods; and
* people are inspired by wildlife and value it for the many ways in which it supports our health, wellbeing and quality of life.

**Living Seas** where…

* marine wildlife is abundant and thriving, from the depths of the ocean to the coastal shallows;
* wildlife and habitats have recovered from past declines as our use of the sea’s resources has come back into balance with their ability to renew themselves year after year become environmentally sustainable;
* the natural environment is adapting well to a changing climate;
* ocean processes are helping to slow down climate change; and
* people are inspired by marine wildlife and value the sea for the many ways in which it supports our quality of life

A Society Where **Nature Matters**… in which it is normal for people to:

* have a strong personal connection with wildlife and wild places where they live and work;
* benefit from a healthy natural environment and personal engagement with it – including better health, wellbeing and prosperity;
* understand and value a healthy, wildlife-rich natural environment, and reflect this in their attitudes and behaviours;
* take action for wildlife and wild places, to bring about nature’s recovery on land and at sea – starting close to home.

The Membership Venues & Events Assistant will be a key member of the Supporter Engagement Team, which sits within the Fundraising and Engagement Directorate. The Supporter Engagement Team take the lead in developing and delivering an integrated, inspiring and effective supporter engagement strategy in order to strengthen relationships across a diverse portfolio of audiences and inspire more people to take action for Yorkshire’s wildlife and wild places.

**Membership Venues & Events Assistant**

**Job Description**

**Outline**

Responsible to:  Membership Recruitment Manager

Based at:  St. George’s Place, York (Head Office) with frequent travel across the Yorkshire region, although requests to be base this role at another of our regional offices will be considered. Due to the coronavirus, a temporary period of homeworking may be necessary.

**Brief**

The Membership Venues & Events Assistant will be responsible for identifying, sourcing and booking venues across Yorkshire at which our highly-motivated and passionate team of Wildlife Supporter Officers (WSOs) can successfully undertake the face-to-face recruitment of new members for Yorkshire Wildlife Trust. The post holder will also help to develop, facilitate and deliver high-quality acquisition events to secure support for Yorkshire’s wildlife and wild places, enable and equip our Wildlife Ambassador Volunteers (WAVs) to deliver a range of highly-engaging public activities, facilitate the delivery of talks to groups by our Volunteer Speakers, and flexibly lend administrative support to colleagues within the Supporter Engagement Team as required to ensure the efficient and effective delivery of our supporter services.

**Key Duties**

**Event & Venue Booking**

* Support the WSO team to exceed membership recruitment targets by identifying, sourcing and booking a wide range of venues for the professional and effective delivery of the face-to-face membership recruitment operation.
* Develop, facilitate and support the delivery of high-quality membership acquisition events, including talks to groups.
* Accurately maintain a highly detailed events booking system.
* Build relationships and liaise effectively with contacts at third party venues.
* Respond to event invitations promptly and ensure that all events are booked and paid for in good time.
* Collect and collate qualitative and quantitative data about events and venues (including visitor footfall, conversion rates, audience types, reception received and position of pitch) and make regular reports to the Membership Recruitment Manager to inform future event development and venue booking decisions and maximise the effectiveness of the face-to-face membership operation.

**Administration**

* Provide comprehensive administrative support to the WSO and WAV teams, including diary bookings, fleet car administration, and the facilitation of travel and accommodation requests.
* Maintain membership recruitment and supporter engagement equipment to a high standard and monitor its deployment accurately. Ensure that all team members take responsibility for any Yorkshire Wildlife Trust equipment that is entrusted to their care.
* Ensure that all necessary membership recruitment materials and items retailed on WSO stalls are kept in stock and re-ordered promptly when required.
* Facilitate the accurate, secure and legally compliant collection and processing of all personal data, payments and other donations where appropriate. Ensure that all relevant procedures are followed and that accurate records are kept.
* Facilitate the effective advertising and promotion of Yorkshire Wildlife Trust events in suitable places, ensuring that the Yorkshire Wildlife Trust and the Royal Society of Wildlife Trusts brand is presented consistently and correctly.

**Supporting the Team**

* Assist the Membership Recruitment Manager in motivating, training and supporting WSOs, WAVs and Volunteer Speakers.
* Attend quarterly WSO team meetings and provide relevant updates to the team.
* Respond to WSO and WAV queries promptly and support team members when help is needed in relation to an event/venue.
* Handle enquiries from members according to Trust policies and in a professional, courteous and helpful way in order to maintain their support.

**Other**

* Act as an ambassador for Yorkshire Wildlife Trust at all times, promoting and providing accurate information about its work whenever possible.
* Support and promote the Trust’s commitment to equality, diversity and inclusion.
* Abide by all Trust policies and undertake appropriate training as agreed with your line manager.
* Undertake other duties as requested by your line manager and in line with the post.

**Membership Venues & Events Assistant**

**Person Specification**

To be successful in this role you will need to be a highly competent administrator, with a proven ability to source, organise and book a wide range of venues and events at which our WSOs, WAVs and Volunteer Speakers can secure support for Yorkshire Wildlife Trust.

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| **Experience** |  |
| * Significant, proven experience of organising and running engaging public events and activities.
 | Desirable |
| * Experience of working in a customer-focused role.
 | Essential |
| * Proven experience of working within a high-performing team and supporting the achievement of ambitious time-bound targets.
 | Essential |
| * Experience of working across teams and departments to build relationships and deliver objectives.
 | Essential |
| * Proven experience of providing comprehensive and high-quality administrative support to a large and diverse team.
 | Essential |
| * Practical experience of using a Customer Relationship Management database.
 | Desirable |
| * Some experience of working with volunteers.
 | Desirable |
| **Knowledge and Understanding** |  |
| * A good understanding of supporter care and the relationship of this to building income and engagement.
 | Essential |
| * An understanding of face-to-face fundraising best practice and how this can be applied to drive support through membership.
 | Desirable |
| * An interest in and commitment to wildlife and environmental issues.
 | Desirable |

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| **Skills and Qualifications** |  |
| * Competent in the use of office-based computing software, such as Microsoft Word, Excel and Outlook, and able to impart this knowledge on to others.
 | Essential |
| * Excellent written and verbal communication skills; tactful and confident in interacting with both external event and venue managers and members of the public.
 | Essential |
| * Numerate, with a proven ability to maintain accurate and detailed financial records.
 | Essential |
| * Good organisational skills; a methodical approach to tasks.
 | Essential |
| * Able to process a high volume of data and effectively prioritise competing objectives.
 | Essential |
| * Has a full driving licence and preferably also access to own vehicle.
 | Essential |

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| **Personal Qualities** |  |
| * Excellent attention to detail, with a proven ability to deliver work to a high standard of accuracy.
 | Essential |
| * Willingness to be flexible and respond to changing circumstances.
 | Essential |
| * Ability to work independently with a minimum of supervision but also as part of a team.
 | Essential |
| * Motivated by reaching financial targets and delivering an exemplary level of customer care.
 | Essential |
| * Enjoys working in a fast-paced, evolving environment.
 | Essential |
| * Has a positive attitude, high level of self-motivation and a strong work ethic.
 | Essential |

**Membership Venues & Events Assistant**

**Terms and Conditions**

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| Salary: | £17,700 per annum, pro rata. Salaries are paid on the 20th of each month by bank transfer and cover the period of the 1st of the month to the last day of the month. |
| Hours: | 21 working hours per week. We can be flexible to meet the needs of the successful candidate, however, they will need to work every Friday and also occasional weekends. Paid overtime is not available, but time off in lieu will be given. |
| Flexibility: | Subject to ensuring that the needs of the business and the role are met, the Trust, where possible, endeavours to meet the flexible working needs of its employees. |
| Holidays: | 25 working days per annum in addition to normal public holidays, pro rata. |
| Pensions: | You may be eligible to be auto enrolled into the Trust’s Group Flexible Retirement plan. Written terms of the scheme are available on request from finance. |
| Cycle to work scheme: | The Trust runs a Cycle to Work Scheme. Details of which are available on request. |
| Employee Assistance Programme: | The Trust provides paid staff with access to an Employee Assistance Programme. This is a confidential service which aims to provide staff with support for a range of issues. Further details are available from the HR and Training Manager. |
| Equal Opportunities: | Yorkshire Wildlife Trust is committed to equal opportunities and appoints on merit. We welcome applicants from all sections of society regardless of gender, sexual orientation, race, disability, marital status, age and religion, perceived community background or political beliefs.  |
| Notice Period: | Generally 4 weeks. One of the conditions of passing the probationary period is that all appropriate online Healthy and Safety training modules are passed. |
| Place of Work: | This role will ideally be based at St. George’s Place, York (Head Office) with frequent travel across the Yorkshire region, although requests to be base this role at another of our regional offices will be considered. Due to the coronavirus, a temporary period of homeworking may be necessary. |
| Travel: | Public transport is encouraged although pool vehicles are available.  In exceptional circumstances the use of the officer’s own vehicle may be necessary for business use for which a mileage rate of 40p per mile will be paid. |
| Training: | The Trust is fully committed to personal development and training and offers each employee an individual training budget which can be spent on a variety of both internal and external training. |
| **Closing deadline:** | **9am Monday 30 November 2020** |
| **Interview date:** | **Thursday 10 and Friday 11 December 2020** |
| **Second stage interview date:**  | **Week commencing 14 December** |

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