

FRIENDS OF WESTONBIRT ARBORETUM

MEMBERSHIP ADMINISTRATOR PACK

The organisation

History

Westonbirt, the National Arboretum is one of Britain's finest tree collections. As a major visitor attraction located in Gloucestershire and the Cotswolds, it attracts over 500,000 visitors each year.

The arboretum was planned from the 1820s onwards by Robert Holford, whose family owned the large estate centred on Westonbirt House. Using a family fortune, based on the supply of water to London, Holford financed and oversaw a huge planting programme, which hinged on the work of some of the Victorian age's leading botanists. He had the arboretum landscaped in the "picturesque" style made popular by the eminent garden creator William Gilpin.

Robert's son Sir George Holford took over the arboretum project and much of the collection as it exists today is due to his vigour in pursuing the project. In 1956, the arboretum was bequeathed to the Forestry Commission who has continued to improve and expand on the work of the family.

The arboretum and Downs landscape is designated a Grade I Registered Park and Garden by English Heritage.

Friends of Westonbirt Arboretum

In 1985, a small group of enthusiasts, who saw the need to work with the Forestry Commission to preserve, enhance and enlarge this unique landscape, met for the first time. This group became the Friends of Westonbirt Arboretum (FOWA), a registered charity.

Today we employ nine staff and serve over 32,000 members, some of whom volunteer at the arboretum – all helping to maintain the 600 acre site, with its 16,000 individual trees and shrubs. We work closely in partnership with the Forestry Commission to ensure the continued success of the National Arboretum at Westonbirt and to safeguard it as a resource for the future. FOWA does this by engaging, informing and increasing our membership, and also by giving financial and practical support to the management and development of the arboretum.

More information about the Friends of Westonbirt Arboretum can be found at fowa.org.uk including our governing document, details of trustees, our work and the arboretum itself. Please also refer to the Forestry Commission's website at forestryengland.uk/westonbirt.

Vacancy

Membership Administrator

- Part time salary - Grade 1: £18,319 - £21,068 pro rata, depending on experience
- Location - Westonbirt, The National Arboretum, Tetbury, Gloucestershire
- Permanent Part time - 28 hours per week - must include a Tuesday
- Weekend work will be required during peak visitation periods
- Benefits - 25 days' holiday and a generous pension.

Job summary

Working within the Membership Team, this role is responsible for ensuring the Friends of Westonbirt Arboretum (FOWA) membership scheme is administrated in an efficient way. You will demonstrate accurate data entry skills and offer outstanding customer service to members at all times. In addition, you will provide full support and cover for the Membership Officer in their absence by ensuring membership associated income is claimed and recorded efficiently; becoming an expert user of the CRM in a back-office capacity. In return, you will be supported by and be part of, a very dedicated Membership Team, striving to achieve growth and retention targets to support with the conservation of Westonbirt Arboretum.

Key work area:

Working alongside team colleagues, administrate new and renewal membership application forms in the ThankQ CRM including data input, payment recording and fulfilling membership cards ensuring accuracy is maintained to the highest standard at all times

Be the first point of contact for membership phone enquiries and emails, servicing membership queries using excellent customer service skills

Ensure GDPR processes are followed at all times, recording relevant data accurately

Striving to achieve Membership Team growth and retention targets

Maintain membership records such as change of details, cancellations, replacement cards, recording and archiving accurately.

Assist with sorting and prioritising workload from the daily membership wallet, creating new daily wallets for the Welcome Building volunteers

Assist with cash handling, banking administration, scanning, stationery and post when required

Represent the Membership Team at the Welcome Building and around site at peak times, promoting membership whilst providing support and training to volunteers

Support the Forestry Commission's Visitor Services Team and volunteers with training and support

Attend regular team, organisation and Forestry Commission meetings

Offer ideas and suggestions to improve processes and be adaptable to change.

In addition, provide back-up cover for the Membership Officer with the following:

The efficient and accurate processing of new direct debit submissions, ensuring all direct debit BACS amendments and failure advices are actioned within legislated timeframe

Co-ordinate the annual collection of renewal membership subscriptions by direct debit, cash, cheque and credit card on a monthly basis with a third party provider including BACS claims and submission within specified timeframe

Working with our contractor to conduct monthly bulk renewal mailings

The collection of BACS amendment report forms and input to database, issuing refunds when necessary using following accounting procedures

Understand how to manage subscription product loading into database, ensuring it is accurate at all times

Maintain membership database ensuring that records are accurate, ensuring maintenance groups are actioned efficiently on a weekly basis

Gain a clear understanding of how to compile a monthly membership report, showing year on year trends for management

Be able to conduct subscription Gift Aid Report each quarter

Assist in annual finance audit requirements when requested.

Other duties

In addition, you may be required to carry out other reasonable tasks as directed by FOWA and Forestry Commission management, with reasonable consideration for the health and safety of colleagues and visitors, in a courteous manner and effectively. At all times you will uphold the values of FOWA and behave in such a way as not to bring the organisation into disrepute.

Skills and experience

To be considered for this role, you will ideally have

- 2 years administration experience, preferably using a CRM
- Minimum 2 years customer service experience, preferably within an office environment
- Be adaptable to change, enjoy working in a team environment and have a good sense of humour.

How to apply

Application closing date – 5.00pm, 14 February 2019

If you wish to apply for this role please:

- A full CV – max 2 pages detailing relevant administration and CRM back-office experience
- Cover letter stating why you would like the role
- The Equality & Diversity Monitoring Form

Send applications by email to Jane Shute – Membership & Communications Manager at westonbirt@fowa.org.uk. All applications will be treated confidentially.

Friends of Westonbirt Arboretum, Westonbirt The National Arboretum, Tetbury GL8 8QS
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