



## **FRIENDS OF WESTONBIRT ARBORETUM**

**Supporter Services Coordinator**

## Westonbirt and the Friends of Westonbirt Arboretum

Westonbirt, The National Arboretum is one of Britain's finest tree collections, with the vision to be a world leader in trees, inspiring people through conservation, education and participation. With over 600 acres homing 15,000 specimens and 2,500 species of tree from all over the world, the arboretum plays a vital part in research and conservation, and is a significant visitor attraction, drawing over 500,000 visitors each year.

Westonbirt Arboretum's story began in the 1850s with the wealthy Victorian landowner, Robert Holford's passion for a natural world. Owner of the large estate centred around Westonbirt House, on a quest to discover rare and extraordinary plants, he used his family fortune to finance plant collecting expeditions all over the world. These species were brought back to the arboretum and have resulted in the site not only being a breath-taking, diverse landscape but also a world-renowned botanical collection.

From the early 1880s Robert's son, Sir George Holford expanded the arboretum into Silk Wood creating vast drives with wide verges and bays of ornamental trees. With no heir, his nephew sold the estate; and the land was divided with the mansion becoming a girls' school. In 1956, the entire 600 acres was handed over to the Forestry Commission (now Forestry England) 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.

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, a registered charity. Today the charity employs a small number of staff who manage a supporter base of 35,000 members, some of whom volunteer at the arboretum. In addition, in 2020 the charity formed an enterprise strand, which is now responsible for managing and running the Westonbirt Arboretum Shop.

Working in close partnership with Forestry England (FE), we all strive to achieve our joint 10-year vision for Westonbirt Arboretum, supporting conservation, education and participation to connect people with trees. You can find more information about our charity work at [fowa.org.uk](http://fowa.org.uk) and further information about FE at [forestry.gov.uk/Westonbirt](http://forestry.gov.uk/Westonbirt).

## **About the role**

### **Supporter Services Coordinator**

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|-----------------------|---|
| Salary                | In the region of £20,000 per annum Pro Rata (depending on experience)   |
| Location              | Westonbirt, the National Arboretum, Tetbury, Glos GL8 8QS   |
| Permanent / Part Time | 28 hours per week   |
| Hours                 | 9am-4.30pm (Monday Tuesday, Thursday, Friday)   |
| Benefits              | Complimentary joint membership, free onsite parking, generous pension, 25 days' holiday (Pro Rata) plus Bank Holidays and access to Raisers Edge online learning packages |

### **Job Description**

Reporting to the Supporter Services Team Leader, you will be part of a fast-paced & dedicated Supporter Services Team. Naturally, you will live and breathe exceptional customer service, hold pride in an extremely accurate database and support efficient income processing. Due to the nature of a seven-day visitor attraction, flexibility and ability to adapt to seasonal trends is key. You will be an enthusiastic team player and have the drive and passion to aid with the Charity's 10-year vision, striving to achieve growth and retention targets to support with the conservation of Westonbirt Arboretum.

The successful candidate will require...

#### **Essential**

- At least 2 years CRM experience
- At least 2 years' experience in a Customer Service environment
- At least 2 years Payment Processing experience (Direct Debits, Cards & Cheques)
- A team player ethic
- Microsoft Office Skills (Word, Excel, Outlook)

#### **Preferable**

- Practical experience with Raisers Edge CRM
- Practical experience with process procedures of BACS
- Intermediate Excel knowledge

- Understanding of GDPR
- Charity work background

### **Responsibilities**

- Strive to achieve Supporter Engagement Team growth and retention targets.
- Be the first point of contact for supporter phone enquiries and emails, servicing queries using excellent customer service skills, encouraging supporters to engage in a lifelong supporter journey with the charity.
- Process new and renewed membership administration including data input, payment into Raisers Edge recording, including payment by Direct Debit, credit cards and cheques.
- Issuing and fulfilling membership cards, ensuring accuracy is maintained to the highest level at all times.
- Support the collection and accurate processing of BACS amendment reports, within the legal timeframe, supporting Direct Debit audit checks and claims when required.
- Process 10 Year, Lifetime, Staff and Complimentary memberships.
- Collect and process supporter donation income received via website, post and direct into the bank accurately into Raisers Edge, regularly running the Donor Acknowledgement process
- Ensure GDPR processes are consistently followed, recording relevant data accurately.
- Maintain records such as change of details, amendments and cancellations.
- Be responsible for cash handling, banking administration, emptying donation boxes and processing the post; regularly liaising with the Finance Team.
- Represent the Supporter Services Team at the Welcome Building, supporting the volunteers with membership conversion, membership queries and training.
- Proactively support the wider Supporter Engagement Development Plan, striving to achieve Westonbirt's 10-Year vision.
- Support the Forestry England Visitor Services Teams with membership enquiries, as well as forgotten and lost card issues.
- Attend regular team, organisation and Forestry England meetings.
- Complete other tasks as directed by Supporter Services Team Leader as and when required.

## **How to apply**

If you wish to apply for this exciting new role, please email the following information to [recruitment@fowa.org.uk](mailto:recruitment@fowa.org.uk)

1. CV – no more than 2 pages
2. Covering email / letter advising why you are the more suitable candidate for the role
3. Completed Equality & Diversity Monitoring Form (see attached)

The Friends of Westonbirt Arboretum recognises the positive value of diversity, promotes equality and challenges discrimination. We welcome and encourage job applications from people of all backgrounds.

### **Application closing date – 5pm Friday 23 April 2021**

All applications and communication will be treated as confidential.

If you do not hear from us by Friday 07 May 2021, we regret that your application has not been successful.

Julia Bartlett - Supporter Services Team Leader  
Friends of Westonbirt Arboretum, Westonbirt, The National Arboretum, Tetbury, GL8 8QS  
Registered Charity number 293190