



FRIENDS OF WESTONBIRT ARBORETUM

Supporter Services Co-ordinator

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 and 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 38,000 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 Gift Shop.

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



About the role

Supporter Services Co-ordinator

Salary	In the region of £20,000 per annum Pro Rata (depending on experience)
Location	This role is office based at Westonbirt, The National Arboretum, Tetbury, Glos GL8 8QS
Part Time	28 hours per week,
Desirable Hours	9.00am - 4.30pm - Monday, Tuesday, Wednesday, Friday (includes 30 minutes unpaid break)
Benefits	Complimentary joint membership, free onsite parking, generous pension, 25 days' holiday (Pro Rata) plus Bank Holidays (Pro Rata) 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. Your specialist role within the team will be as the primary contact and action for all phone and email enquiries. Naturally, you will live and breathe exceptional customer service and withhold a confident telephone manner. This role also includes daily administrative duties, as well as assistance with data base maintenance. Therefore, pride in an extremely accurate input is essential as well as supporting efficient income processing. Due to the nature of a seven-day a week 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 Arboretum 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 in a Customer Service role demonstrating excellent customer service
- At least 2 years CRM experience.
- A team player ethic.
- Excellent Microsoft Office Skills (Word, Excel, Outlook)
- Excellent organisational skills and strong attention to detail

Desirable

- Practical experience with Raisers Edge CRM
- At least 1 year Payment Processing experience (Direct Debits, Cards & Cheques)
- Intermediate Excel
- Understanding of GDPR
- Familiarity with Google Spreadsheets
- Charity work background

Responsibilities

- Primary contact for supporter phone enquiries and emails, actioning supporter requests efficiently.
- Servicing queries, using excellent customer service skills with great confidence, encouraging supporters to engage in a lifelong supporter journey with the charity.
- Ensure GDPR processes are consistently followed, recording relevant data accurately.
- Maintain records such as change of details, amendments, and cancellations.
- Distributing and processing incoming post.
- Strive to achieve Supporter Engagement Team growth and retention targets.
- Issuing and fulfilling membership cards, ensuring accuracy is maintained to the highest level always.
- Carry out administration tasks to support fundraising and donation engagement.
- Such as Income support, donation receipting and event registrations.
- Be jointly responsible for cash handling and banking administration.
- Support, if required, processing new and renewed membership administration including data input, payment into Raisers Edge recording, including payment by Direct Debit, credit cards and cheques
- 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

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 – 5.00pm Friday 17th December 2021

All applications and communication will be treated as confidential.

If you do not hear from us by Friday 7th January 2022, we regret that your application has not been successful.

Interviews will commence January 2022

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