



The Wildlife Trust for
**Lancashire
Manchester &
North Merseyside**

Recruitment Pack



About us

We're one of 47 Wildlife Trusts spread across the UK, the Isle of Man and Alderney.

The Wildlife Trust for Lancashire, Manchester and North Merseyside (LWT) was founded in 1962 by people who knew they needed to take action for nature. Since then we have grown to be the largest nature conservation body in the area.

We are uniquely positioned to lead change in our region, working at a grass roots, local level, whilst also being part of a strong cohesive national movement. We work to protect wild spaces, and re-introduce key species and habitats, protecting the biodiversity of our area so that nature can recover.

At LWT we believe that:

- Wildlife has intrinsic value, bringing colour, beauty and wonder to all our lives.
- The natural environment is under immense and growing threat, where we live and across the world.
- We are part of the natural world, and wildlife is relevant to every part of our lives; everything we do has an impact on it, and the natural environment affects our health, our wealth and our state of mind.
- Everyone can make a positive contribution to wildlife and can benefit from it.



Our Mission

- Enable wildlife's recovery in our area by working in partnership with others to conserve, restore, create and connect habitats and to increase species abundance;
- Connect people with nature and help them to take action for wildlife, wherever they are.

Our Vision

- Nature is recovering on a grand scale across Lancashire, Manchester and North Merseyside, and in our sea, and that everyone is able to enjoy our increasingly abundant wildlife.

Our Work

Our core conservation work includes land management, advocacy for the natural world with key decision-makers, species re-introduction, protecting threatened species and collecting essential scientific data. We do this on land and at sea to secure a brighter future for both wildlife and wild places across our region.

We work all over our area with schools, colleges and community groups, running inspiring sessions covering everything from Forest School and orienteering, to Wild Family and Nature Tots sessions.

We believe that wildlife and nature have the power to instill confidence, heal the mind and help people meet their potential, which is why we champion a number of ecotherapy-based projects for both children and adults and the positive impacts to date have been phenomenal.

Find out more: www.lancswt.org.uk/our-work

Our Nature Reserves

We have saved many special places, acquiring and managing many of them as nature reserves.

We look after 50 sites (including 42 of our own nature reserves), and a total of around 1,300 hectares of habitat, creating a network where people and wildlife can thrive, on your doorstep.

We believe that limited mobility shouldn't mean missing out on wildlife. Many of our reserves have accessible paths and boardwalks, disabled facilities and accessible bird hides, so people can fully immerse themselves in the great outdoors and discover the wonderful wildlife that lives on our doorstep.

We also have 6 offices based across Greater Manchester, North Merseyside, West Lancashire, East Lancashire and North Lancashire. Our Head Office is based on the outskirts of Preston.



Strategic Goals by 2030

- Nature is in recovery with abundant, diverse wildlife and natural processes creating wilder land and seascapes where people and nature thrive.

30% of land and sea is in recovery.

- People are better connected to nature in their lives and more are taking purposeful action for wildlife.

1 in 4 people are taking action for nature.

- We have the financial and human resources, systems and skills that we need to improve our impact for nature's recovery.

LWT will be bigger, better and more joined up.

Our Strategy

Defend wildlife and wild places

We will stand up for the environment and protect wild spaces, enhancing them for both people and wildlife. We will encourage biodiversity, and work with land owners and other organisations in partnership, to create a network of habitats across our region where people and wildlife can thrive.

Inspire people to take action for their local wildlife

We will inspire people to enjoy and protect the wildlife and wild spaces on their doorstep. We will help people learn how to live more sustainably, and demonstrate the benefits of nature to their health and wellbeing. We will engage people of all ages, from all communities to take action for wildlife and we will foster the environmental leaders of the future.

Base our work on sound evidence

We will use evidence from sound science and research to further ecological understanding and demonstrate the needs, benefits and outcomes of nature conservation. We will use this evidence to focus our efforts on the areas most in need of protecting and champion those species that need a helping hand.

Our Impact

- Our education team and project officers engage more than **20,000** children in wildlife-related activities.
- On average every **10 miles** you travel in the region means you will pass a Wildlife Trust project.
- More than **30,000** members support the Wildlife Trust in the region and 800,000 across the UK.
- More than **5,000** people a year take part in walks and other events on our reserves.
- We have over **1,200** dedicated volunteers supporting us on a regular basis, with their time, skills and experience.
- Our reserves cover more than **1,300** hectares across the region.
- We own or manage **42** nature reserves in the region.



Our Culture

We foster a creative environment where new ideas can flourish. Our team members take pride in personal responsibility, striving for excellence in everything they do. Success in our organisation comes from a commitment to outstanding results, alongside a dedication to building strong, meaningful relationships - both within our team and with our external partners.

We promote a culture where our staff, trustees and volunteers are Wild About Inclusion, where difference is celebrated, everyone can be themselves, feel respected and able to contribute to their full potential.

What does an LWT team member look like?

Integrity

Acting in the best interest of LWT and honouring our scientific foundations in every activity. Our approach is built on honesty, respect, and a commitment to the core objectives of the charity, as well as the wishes of our members and funders.

Teamwork

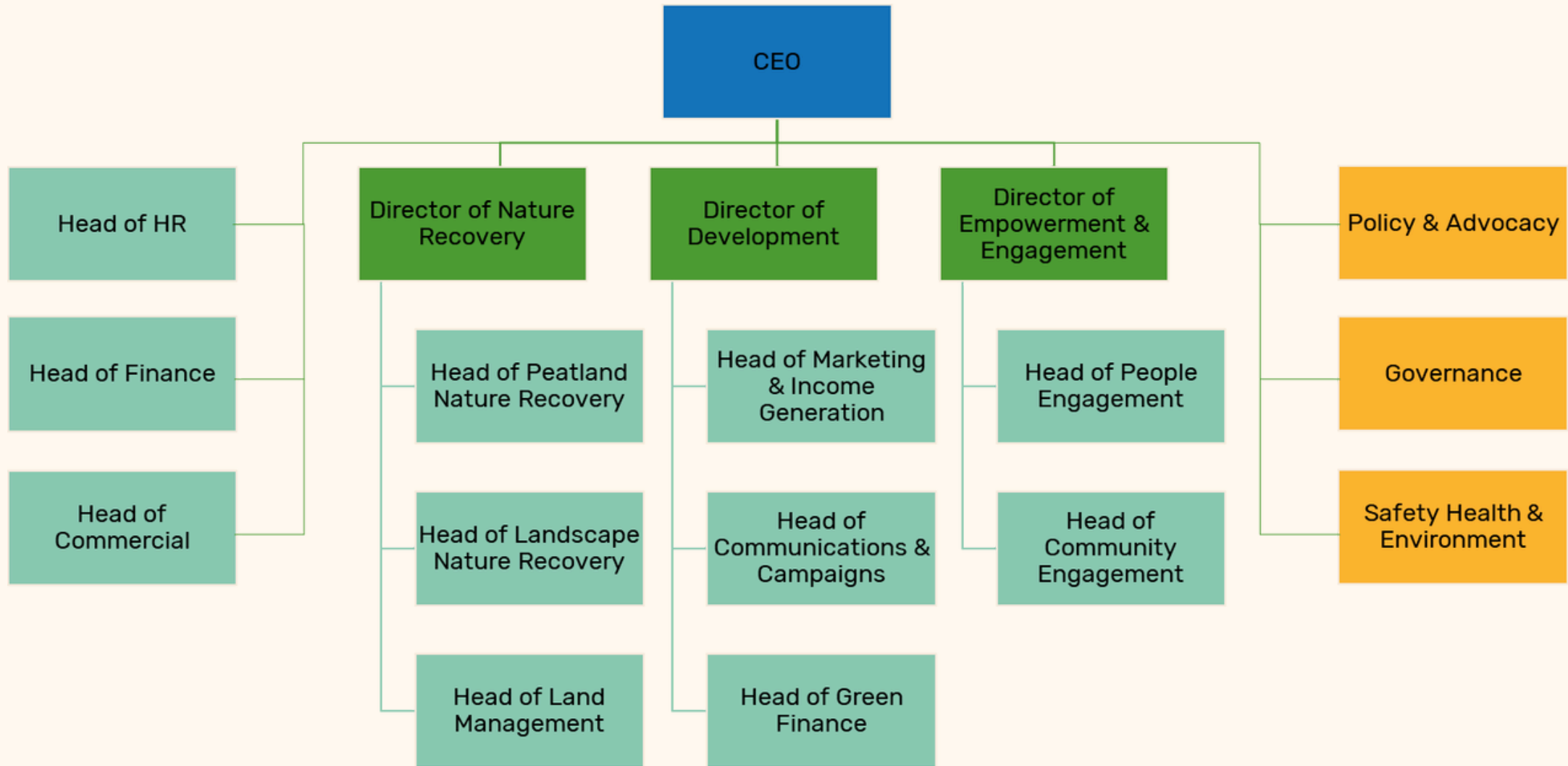
We foster a friendly, welcoming atmosphere where everyone is treated with respect and courtesy. We believe in the strength of our unity as one big team. Always ready to roll up our sleeves and help wherever it's most needed, regardless of the role.

Passion

Passion drives every LWT team member. Whether it's a love for wildlife, a desire to make a meaningful difference, or a commitment to inspire others, passion is at the heart of everything we do - and we have it in abundance!



Our Organisation



Job Description

Post Title: Supporter Services Assistant

Responsible to: Supporter Services Manager

Location:

The Barn, Berkeley Drive, Bamber Bridge, Preston, PR5 6BY

(Hybrid working is available but weekly office attendance is essential)

Hours of Work:

28 hours per week

Salary:

£17,922.40 per annum

Duration of post:

Permanent

Other:

All candidates must have the Right to Work in the UK.

PURPOSE OF POST

Our supporters are at the centre of everything we do, through our fundraising, volunteering and campaigning work. Without their support, we could not make the impact that we do for wildlife. The post holder will be responsible for the effective administration of all our fundraising, donor and membership activity. The post holder will also be responsible for helping to ensure any individual that contacts the charity are given a warm and welcoming experience, ensuring that their query is signposted in the right direction.

The post holder will work within the fundraising team, meticulously caring for our key supporter touch points, and nurturing relationships, ensuring our systems and processes operate like a well-oiled machine. The post holder will be a friendly face for our donors both current and prospective, handling queries and taking donations over the phone, they will be a pivotal part in a strategic operation to steward long term giving at every opportunity.

KEY ROLES AND RESPONSIBILITIES

1. To be the face of the Charity and the supporter services team, handling calls and emails professionally, taking donations and directing Trust wide queries appropriately.
2. To process all incoming and outgoing mail relating to fundraising and supporter services across the trust.
3. To assist with effective operation of the Trust's Customer Relationship Management (CRM) system, amending donor details and updating records where necessary.
4. To assist with our membership operations and donor journeys, including processing new member data, lapsed data, cancellations and gift aid declarations.
5. To liaise with other Wildlife Trusts regarding out of area membership recruitment, administering new joiners efficiently.
6. To process both postal and electronic membership renewals, working alongside the finance team.
7. To support the Supporter Services Manager in producing accurate financial income reports.
8. To Monitor and manage mailing house stock for member welcome packs, re-ordering where necessary.
9. To assist the fundraising team in raising purchase orders, making purchases and administering the department credit card.

Customer Service

- Operate the Trust phone and answer calls professionally ensuring an excellent experience at all times, fielding enquiries appropriately where necessary.
- Monitor and administrate the membership@ and info@ email inbox, responding to emails professionally and forwarding queries on to the relevant departments where necessary.
- Respond to donors who have donated via cheque or cash, thanking them for their donation and record any offline correspondence via the CRM.
- Write to donors who have been in contact via letter and include relevant information and references where necessary.

Administration and Record Keeping

- Monitor and manage mailing house stock alongside the wider team.
- Use the CRM to add, cancel and amend memberships and supporter details, alongside adding donations and any other key supporter information.
- Process mail, including donations, returned magazines and welcome packs.
- Send mail, including magazines and replacement membership cards and eventually gift memberships.
- Manage start-to-finish join anywhere process:
 - Process both postal and electronic join anywhere forms to add new LWT memberships to the CRM.
 - Distribute F2F-recruited join anywhere memberships to relevant Trusts.
 - Create invoices, raise purchase orders, request credit notes and goods receipt join anywhere memberships as necessary.

Financial Duties

- Administrate the marketing credit card.
- Produce weekly PayPal and Stripe card payment reports for Finance.
- Raise purchase orders and goods receipts for membership activities.
- Process both postal and electronic membership renewals (inc. sending cheques to finance).

Building Excellence:

- Ensure that fundraising guidelines enforced by The Institute of Fundraising and Fundraising Regulator are followed to an exemplar standard.
- To undertake appropriate training activity for skills and personal development in liaison with the Supporter Services Manager.
- Ensure the post is compliant with all aspects of GDPR.
- To ensure all work carried out complies with equal opportunities and Health and Safety policies and procedures.
- To uphold the working values and expectations of the Lancashire Wildlife Trust.
- To undertake other duties, projects and responsibilities consistent with the objectives of the post as may be directed by the Supporter Services Manager.
- Follow and comply with all policies and procedures of the Trust which includes the Trust's Health and Safety procedures in the workplace, ensuring personal safety and the safeguarding of the interests and safety of all staff, trainees, visitors, and others at the Trust.
- Work as part of a team alongside staff and volunteers as required.

Person Specification

EXPERIENCE

Essential

- Delivering excellent customer service over the phone and by email
- Working with data in varying formats
- Using CRM/databases
- Responding to enquiries across varying communication channels
- Maintaining meticulous administrative processes

Desirable

- Experience in setting-up and refining administrative processes
- Experience of financial processes such as invoicing and purchase orders
- Experience of working within a charity setting either as staff or a volunteer

KNOWLEDGE

Desirable

- Good general knowledge of wildlife and conservation
- Knowledge of financial systems relating to Direct Debit and Gift Aid processing
- Knowledge of GDPR, fundraising and Gift Aid regulations.

SKILLS

Essential

- Excellent communication, interpersonal and team working skills. Able to communicate clearly and professionally through both written and verbal channels, including emails, reports and phone calls
- Excellent IT skills utilising Microsoft Office with particular focus on Excel spreadsheets and formulas
- Good attention to detail, quick and accurate data entry skills
- General report development and report running in a database system
- Ability to set, prioritise and achieve targets on time
- Excellent standard of numeracy and literacy
- Independent process and task management
- Well-organised and able to use initiative to prioritise competing deadlines

PERSONAL QUALITIES

Essential

- A team player and a self-starter
- High levels of enthusiasm, confidence and a positive attitude.
- Ability to engage and build rapport quickly with colleagues and volunteers
- A positive and mature approach with tact and diplomacy especially when handling sensitive information

General Terms & Conditions

Holidays:	28 days per annum (increasing with length of service), plus bank holidays, pro rata for part-time employees.
Pension:	The Trust contributes to the NEST Pension Scheme. Full details will be provided.
Hours of Work:	Part-time 28 hours per week. Normal working pattern will be 9.00am – 5.00pm, with weekend work as required. Overtime is not paid but time off in lieu may be taken, where appropriate, as the post may involve some evening or weekend work.
Duration of post:	This post is offered on a permanent basis. All new employees undertake a probationary period of 6 months; in which time they are expected to demonstrate their suitability for the post.
Closing Date:	Sunday 31st August 2025 – early applications welcome.
Interviews:	Friday 5th September 2025 – suitable candidates may be invited to interview prior to this date.

To apply for this position you are required to complete an Application Form which can be downloaded from our Website: www.lancswt.org.uk/jobs
Completed applications should be returned to: applications@lancswt.org.uk

Thank you for your interest in working for the Wildlife Trust for Lancashire, Manchester and North Merseyside. We look forward to receiving your application.

TERMS OF REFERENCE

As an inclusive employer, The Wildlife Trusts value diversity and we're committed to creating an inclusive culture where everyone is able to be themselves and to reach their full potential. We actively encourage applications from people of all backgrounds and cultures. We believe that a diverse workforce will help us create our vision of people close to nature, with land and seas rich in wildlife.

To understand how we are performing, we ask that you kindly complete a Diversity Monitoring Form in addition to your application.

Please be assured that your responses are kept confidential, separate from your candidate record, are not part of any application you make, and that the recruiting staff never see individual responses to the questionnaire.

Criteria Common to All Job Descriptions:

A Job Description sets out the purpose of the job, where it fits into the Trust's structure, the context within which the job holder functions and the principal accountabilities of job holders, or the main tasks they have to carry out. It is not a definitive work plan. This document is intended to provide guidance on the scope and function of the job.

Equal Opportunities Statement:

All employees are required to adhere to and promote the principles and operation of the Trust's policies on equalities, to ensure that services provided are relevant to ethnically diverse communities and other disadvantaged groups in the area.

Safety, Health and Environment Statement:

All employees are required to ensure that all duties and responsibilities are discharged in accordance with the Trust's Safety, Health and Environment (SHE) at Work Policy and associated SHE policies and guidelines. They should take reasonable care for their own Health and Safety and that of others who may be affected by what they do or do not do. Staff should correctly use work items provided by the Trust including personal protective equipment in accordance with training or insurance. All members of Trust staff are responsible for informing their line managers of any potential gaps in the current Trust Policy. All employees are responsible for ensuring that the SHE Policy is up to date and continuously reviewed and evaluated.

Performance Review:

All employees will participate in the Trust's Performance Review process. The process aims to ensure that performance standards/targets are jointly agreed between employees and line managers and are achieved within agreed time scales. Failure to maintain an appropriate standard indicated by management can result in Capability proceedings being taken.

Commensurate Statement:

At times, the Post holder will be required to undertake other duties and responsibilities of a similar level and nature in order to support workload peaks and resources and skill shortages, ensuring priorities are met. This will be sensitive to available resources and individual skills and will generally be within the same area.

Adherence to Staff Handbook, Policies and Procedures:

The Trust is a large, diverse charitable organisation and as such needs to ensure that all employees are aware of their obligations to and from the organisation. These are clearly defined in the Staff Intranet and in the policies and procedures adopted by Council as part of the Trust's governance. All Employees have an obligation to read and understand these policies, especially those that are pertinent to this role.