

**VOLUNTEER OPPORTUNITY:** **Legacy Team Administration Support**

**Why volunteer with us?**

We’re WWT, the charity for wetlands and wildlife. We’re on a mission to restore wetlands because they are a wondrous solution to our world's problems. Together we will unlock their power – and help nature burst back to life. Because when wetlands flourish, all life will flourish. We lead the way, bring life and inspire connection.

Volunteers are integral to our work and without their help we wouldn’t be able to inspire people to leave gifts in their Wills to us. These incredible gifts account for around 20% of our annual income. Our volunteer team are friendly and committed, and say they benefit by gaining new experiences, meeting new people and sharing the story of our work.

**Why do we need you?**

We’re on a mission to tell more people about the power of leaving a gift in their will to WWT – supporters can do this for free and can make a tangible and lasting impact on our work for generations to come. Our work has developed and grown over time and we’re now in a position where legacies or ‘gifts in wills’ accounted for a staggering £4.2million last year. We have a lot of administration to do to make sure that we manage these donations with the accuracy, diplomacy and attention they deserve. Every donation comes from a supporter, who has a family or loved-ones who need to know how much we appreciate their support. We work tirelessly to inspire new support.

We’ve planned an exciting range of activities to do this alongside our new strategy. We need help in our small and friendly team to help make sure our ‘I’s are dotted and ‘T’s crossed, supporting us to be the best team we can be so we can ensure we provide the best supporter experience possible.

**Wetlands for the win!**

Looking for valuable work experience to gain relevant skills, or simply want to spend time supporting a conservation charity? Or both? Look no further - a volunteering position with us plays a crucial role in saving wetlands for wildlife and people, as well as:

* Being part of a volunteering experience in an inspiring environment and getting closer to nature
* Enjoying a sociable role as part of a friendly and dedicated team
* Making a real contribution towards the conservation work of WWT
* Learning new, transferable skills and being part of an inclusive volunteering experience
* Gaining free entry to all WWT wetland centres throughout the UK on presentation of your WWT name badge, and enjoying a great discount in WWT shops and cafes
* Receiving full induction and training for your role

**This role involves:**

* Supporting the Legacy Team by providing a range of administrative duties, including dealing with postal, online and telephone enquiries
* Data entry and organisation of our CRM system
* Supporting the development, planning and delivery of our events programme
* Regular legacy case checks
* Filing and archiving memorial paperwork and data
* Organising donations of artwork, etc. for auction or alternative use

**This role will suit you if:**

You have a sensitive, friendly, can-do attitude, and are committed to delivering excellent customer service. You are passionate about making sure that supporters are treated with respect, care and dignity at all times and that we, as a charity, make them feel like individuals.

You enjoy administration and have a keen eye for detail – spotting opportunities to go above and beyond to make memorable experiences for our supporters. You will also have a good level of computer literacy, understanding how to use Microsoft packages and may have some experience with databases, although full training will be given.

You don’t mind the odd monotonous (but critical!) task, but also embrace the fact that no two weeks will look the same: there are always new things to learn.

You enjoy meeting new people and are comfortable being part of a small team who work collaboratively with many areas of WWT.

**Practicalities:**

**Where will you be based?** Slimbridge Wetland Centre – Head Office

**Who will you volunteer with?** Legacy Development Manager and Legacy Executive (as part of the wider Supporter Engagement team)

**Time commitment?** Ideally, you can commit to a half a day up to 2 days a week, including Tuesdays, the Team’s regular office day, times flexible to suit between 9am – 5pm. Later, there may be opportunities for additional hours. After completing training and induction for this role, we ask volunteers to spend a minimum of six months volunteering with us.

We want your volunteering to be a positive and fun experience. You’ll get a warm welcome, including details about training, equipment and other information you need. This will include risk assessments based on your role and any particular support you may require.

If you are based at a particular site or office location, you’ll need to be able to get yourself there and back. Information on locations can be found on our [website](https://www.wwt.org.uk/wetland-centres). We will keep you up-to-date with what’s happening across WWT and the difference you will be helping to make happen.

**Interested?**

Full details of this and other roles can be found at [www.wwt.org.uk/volunteer](http://www.wwt.org.uk/volunteer). We celebrate inclusivity and diversity amongst our volunteering community and encourage applicants to state any disabilities they have for provided support. Please state any disabilities in your application form, or contact us at [volunteering@wwt.org.uk](mailto:volunteering@wwt.org.uk) to state what support you need either in locating the information or filling out the application process so we can cater for your additional needs.

Patricia Bluett

5.6.25