



The  
**Wildlife**  
Trusts

# Customer Services Officer

## RECRUITMENT PACK

**Salary: Up to £24,000**

**Location: Newark with flexibility to work from home on Mondays and Fridays**

**Full time: 35 hours per week (Mon-Fri)**

**Permanent position**



Royal Society of Wildlife Trusts

Registered Charity N° 207238

© Royal Society of Wildlife Trusts 2024





## About Us

The Wildlife Trusts are a federated movement of 46 charities, supported by a central charity, the Royal Society of Wildlife Trusts. Together we have 900,000 members, 32,500 volunteers and 3,400 staff across the UK. We are at an exciting moment in our 110-year history, with the development of an ambitious new strategy, setting out a vision of nature in recovery, with abundant, diverse wildlife and natural processes creating wilder landscapes where people and nature thrive.

Wildlife Trusts have restored and care for some of the most special places for wildlife in the UK. Collectively we manage more than 2,300 nature reserves, operate 123 visitor and education centres and own 29 working farms. We undertake research, we stand up for wildlife and wild places under threat, and we help people access nature.

The next few years will be critical in determining what kind of world we all live in. We need to urgently reverse the loss of wildlife and put nature into recovery at scale if we are to prevent climate and ecological disaster. We recognise that this will require big, bold changes in the way The Wildlife Trusts work, not least in how we mobilise others and support them to organise within their own communities.

## About You

Are you looking for the chance to work for one of the UK's best-loved nature charities? If yes, then we have an exciting opportunity for you! We are looking for someone with experience of working within a customer service function with excellent communication and interpersonal skills and an excellent understanding of the principles of good customer care. This is an amazing opportunity for a capable and passionate person who understands both nature and people. The role also has some line management responsibilities.



## About You

The successful candidate will be a team player, with great attention to detail as well as having excellent organisation and administration skills. You will be responsible for processing calls and emails and greeting visitors. You will need to use your initiative to handle and manage difficult situations. You will have experience and a strong knowledge of using databases and Microsoft Office. You will enjoy providing assistance to the wider team and have an enthusiasm for providing first rate administrative support. You will enjoy taking responsibility for the organising and administration of some of our internal events.

**The Wildlife Trusts value passion, respect, trust, integrity, pragmatic activism and strength in diversity. Whilst we are passionate in promoting our aims, we are not judgmental and are inclusive. We particularly encourage applications from people who are underrepresented within our sector, including people from minority backgrounds and people with disabilities. We are committed to creating a movement that recognises and truly values individual differences and identities.**

**The Royal Society of Wildlife Trusts takes our safeguarding responsibilities extremely seriously. Please click [here](#) to read our commitment statement. RSWT is committed to safeguarding and promoting the welfare of children and adults at risk. For applicable roles, applicants must be willing to undergo checks with past employers and Disclosure and Barring Service checks at the eligible level.**

**As a Disability Confident employer, we are committed to offering an interview to anyone with a disability that meets all the essential criteria for the post. Please let us know if you require any adjustments to make our recruitment process more accessible.**

**RSWT are committed to increasing the diversity of its staff through its Levelling the Field recruitment pledge and will put any ethnic minority applicants that meet all the essential criteria for the post through to the next stage of recruitment.**

**Please be aware we may not accept applications if we have reason to believe they have been wholly produced using generative AI tools.**





## Job Description – Overall Purpose

- To provide excellent customer service and provide a positive first impression of the organisation.
- To ensure reception duties and procedures are managed effectively and efficiently.
- To ensure office facilities duties and procedures are managed effectively and efficiently.
- To provide general administrative support to the Executive Office team and wider teams as required.
- To provide line management responsibilities to the Customer Services Assistant.

## Job Description – Main Responsibilities

- **To provide excellent customer service and a positive first impression of the organisation:**
  - Answer all calls quickly and efficiently with a friendly and positive attitude.
  - Establishing the caller's requirements, assisting them with their enquiry or redirecting the call as appropriate.
  - Where necessary, taking clear comprehensive messages, passing them on to the appropriate person in a timely manner.
  - Picking up messages left on the night service system and dealing with them appropriately.
  - Keep the answerphone messages on the night service system up to date, re-recording and activating as required.
  - Warmly welcome visitors, informing the relevant people of their arrival, ensuring they sign in and are made aware of health and safety and housekeeping and are offered refreshments.
  - Respond to general enquiries/information requests using pre-approved standard responses.
  - Ensure all emails, complaints and correspondence received at the Newark office are dealt with timely, effectively and efficiently. Forwarding to the appropriate member of staff or Trust, ensuring the correspondent is kept informed of progress and logging all emails for accurate record keeping.
  - To always comply with GDPR policies and procedures.
  - Keep the reception area clean, tidy and welcoming, ensuring the literature on display is relevant and current.





## Job Description – Main Responsibilities

- **To ensure reception duties and procedures are managed effectively and efficiently:**
  - Follow reception practices and procedures, as stated in the reception handbook effectively.
  - Periodically review reception practices and procedures to ensure they are current and relevant.
  - Receive, action and distribute incoming mail.
  - Sign for deliveries and distribute/advise recipients of them.
  - Book collections for parcels/items too large for general outgoing mail.
  - Assist with bulk mailings as requested.
  - Maintain the franking machine, ensuring enough funds are available.
  - Organise franking and ensure outgoing mail is posted.
  - Keep all staff lists and databases up to date with RSWT leavers and new starters.
  - Making amendments to the Customer Relationship Management System (CRM) where appropriate.
  - Managing the day-to-day usage of the pool car, issuing keys and logbook. Advising the Office Manager of any issues.
  - Updating WildNet (our intranet), adding comments and documents as required.
  - Dealing with email enquiries quickly and effectively, responding or forwarding them as appropriate.
  - Preparing monthly documents and reports for finance.
  - Training staff for reception overflow cover.



## Job Description – Overall Purpose

- **To ensure office facilities duties and procedures are managed effectively and efficiently:**
  - Liaising with suppliers and landlords on building management and keeping abreast of Health and Safety procedures in line with existing policies.
  - Acting as a one-stop shop for managing facilities at the Newark office.
  - Ordering stationery, office and canteen supplies, raising purchase orders.
  - Coordinating supplies of branded clothing to staff.
- **To provide general administrative support to the Executive Office team and wider teams as required:**
  - Supporting the Executive Office with general administration support including internal event administration and processing of expense claims.
  - Undertake office inductions with all new starters.
  - Maintain key elements of the Customer Relationship Management (CRM) System.
  - Assist with the production of high-quality presentation materials.
- For the organisation to work effectively you may be required to assist with other areas of work and therefore, you should be prepared to undertake other duties appropriate to the post, and any other reasonable duties required.
- **All staff are ambassadors for the organisation both internally and externally and are expected to act in a professional manner at all times. They are required to abide by organisational rules, policies and procedures as laid down in the staff handbook, adopt environmentally friendly working practices, set and maintain high personal standards of efficiency and customer care and foster a 'can do' culture based on ownership, initiative, teamwork and exchange of information.**





## Person Specification

### Essential

- Personal Qualities:
  - Being flexible and adaptable to changing projects and systems
  - Enthusiastic, self-motivated & creative
  - An excellent team player able to form & develop good working relationships with colleagues
  - High degree of personal motivation, including the ability to work independently and collaboratively
- Key Competencies:
  - Excellent written & verbal communications skills
  - Professional and highly efficient approach to work, especially when under pressure
  - An excellent understanding of the principles of good customer care alongside exceptional communication and interpersonal skills
  - Excellent attention to detail
  - Highly organised
- Experience:
  - A strong background in a customer service environment with an ability to use your own initiative and handle difficult situations
  - Managing relationships with a diverse range of stakeholders and/or partners
  - Handling high volumes of emails
- Knowledge and skills:
  - Ability to manage multiple priorities
  - Sound understanding of confidentiality, consent & GDPR
  - A good knowledge of Microsoft Office suite, Teams, Zoom & CCRM systems





## Person Specification

---

### Desirable

- Experience:
  - Line management responsibilities / supervision of staff
  - Administration and organisation of internal events
- Knowledge and Skills:
  - A passion for nature, a basic understanding of wildlife, conservation & environmental issues
  - Ability to problem solve when under time pressure





## Additional benefits of working for The Wildlife Trusts

- Private medical insurance
- Electric vehicle salary sacrifice scheme
- 26 days holiday per year plus 8 bank holidays
- 4 Concessionary Days
- Non-contributory Life Assurance Scheme
- Generous pension contribution
- Charity worker discount
- Employee Assistance Programme

**Closing date for applications: 17<sup>th</sup> November 2024**

**First interview: 2<sup>nd</sup> December 2024 (in the Newark office)**

**Second interview: 10<sup>th</sup> December 2024**

