

# Job Description

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## 1. Identification of Job

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### Job Title

Administration Support Officer (Development Team)

### Function

Corporate Services

### Responsible to

Systems and Administration Manager

### Responsible for

N/A

### Budgets Held

N/A

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## 2. Overall Purpose of Job

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To provide a wide range of administrative functions for the Development Team with a particular focus on the suite of products and donation opportunities available to individuals to support the income generation and fundraising aims of the National Forest Company. Working within the Corporate Services Team to provide a professional and efficient customer service function and contributing to the development and continuous improvement of systems.

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## 3. Main Responsibilities

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### Income generation schemes

- a) Oversee the day to day running of donation schemes for tree planting, provide support to customers on the purchase journey, update and manage CRM records with order information and payment details.
- b) Track and report to relevant colleagues on preferred tree species ordered and handle communications to customers on tree planting.
- c) Liaise with Development Team on updates or modifications required to the schemes, ensuring quality of service.
- d) Record and reconcile single donations from individuals, update CRM records accordingly and acknowledge receipt of large donations. Liaise with finance team to reconcile.
- e) Record and monitor monthly donations from individuals, record pledges and load due pledges to batches in the CRM system reconciling with payments received.
- f) Work with the team to develop and improve processes to monitor and maintain orders.
- g) Work with the team on the Plant a Tree scheme bookings management and organisation of the public tree planting events.

## Support to Development Team and fundraising activity

- h) Reconcile monthly income received via online payment gateways, eg Paypal, liaising with the finance team; and provide reports on campaign projections to the Director of Development.
- i) Manage lists for general newsletter subscribers, donors, customer orders and supporters. Export data to third party email platforms, eg mailchimp, for campaign mailings.
- j) Monitor stocks for branded products, eg corporate clothing, name badges, business cards and branded stationery.
- k) Track uptake of Gift Aid on donation products, produce and submit monthly Gift Aid claims to HMRC.
- l) Acknowledge Just Giving page creations and manage automated imports to CRM.

## Corporate Services Team administration

- m) Provide secretariat services to Development Working Group and Commercial Advisory Panel.
- n) Act as the primary contact for a professional customer service function, dealing with online and face to face enquiries.
- o) Acknowledge and log all enquiries / complaints; identify when to escalate and liaise with the team to resolve significant issues and respond in a timely and professional manner to our customers.
- p) Maintain a register of concerns / complaints and ensure that responses are provided within the service standard limits and follow up where necessary.
- q) Produce reports as required on complaints, timescales, and resolution – feeding these into the relevant teams for consideration on planning / improvements of activities.
- r) Be a pro-active member of the database group, support colleagues with use and management of data on the CRM. Manage all data in accordance with NFC policy and Data Protection Regulations.
- s) Work closely with colleagues on the ongoing development and continual improvement of systems and processes.
- t) Work flexibly within the Corporate Services team to ensure professional running of the administration office
- u) Provide PA support for the Chief Executive as required.

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## 4. Benefits of working with the NFC

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### Salary and hours of work

The successful candidate will be appointed within the Executive Officer Grade salary which has a full-time range of £25,915 to £27,116.

This is a full-time post of 37 hours per week. The normal office hours are 09:00 – 17:30 Monday to Thursday, and 09:00 – 17:00 on Friday, with an hour for lunch. The role occasionally requires work outside of hours, eg at planting events; this would qualify for time off in lieu or overtime.

### Pension

An important part of the pay and reward package NFC offers employees is the option to join the Civil Service Pension Schemes arrangements. These arrangements offer a choice of two types of pensions:

- **Alpha:** This is a career average pension scheme (defined benefit) that has a member contribution rate ranging from 4.6% to 7.35% dependent on your salary. The current employer contribution rate is c27% of salary.
- **Partnership pension account:** This is a stakeholder pension with a contribution from the NFC of up to 14.5% based on your age.

### Generous Annual Leave and Bank Holiday Allowance

We offer 30 days' annual leave and 10.5 days public and privilege holidays. Pro rata for part time staff.

## **Staff Bonuses**

We offer end of year performance awards to our employees.

## **Place of Work**

The principal place of work will be at the National Forest Company's office in the heart of the National Forest at Enterprise Glade, Bath Yard, Moira DE12 6BA. We currently operate flexible working arrangements and staff are able to work from home for part of the week.

## **Learning and Development**

Everyone at the NFC is supported to develop their skills and capabilities. All new employees joining will have a full induction to the NFC's work and our policies. We also encourage our employees to take up volunteering opportunities as a great way to share skills, while developing new insights and stronger links with our communities.

## **Staff Wellbeing**

We have various measures in place to assist with the wellbeing of our staff including:

- **Flexible working** – to allow for variations in your hours, or working from home, where this is compatible with business needs.
- **Cycle to Work Scheme** - typical savings on a bike can be up to 42%
- **Gym discounts**
- **Employee Assistance Programme** – a free and confidential 24/7 telephone advice service available to staff.

## 5. Person Specification

<b>Experience and Qualifications</b>	<b>Essential (E) or Desirable (D)</b>
Proven relevant experience of providing high level administrative support	E
GCSEs to a minimum of grade C in English and Mathematics (or equivalent qualifications)	E
A levels or an equivalent level 3 qualification, such as a Level 3 NVQ, or level 3 National Diploma	D
Experience of providing a high-level of customer service to stakeholders and the general public, including resolution of complaints	E
Experience of working with CRM databases and understanding of data protection. (We use Access Charity CRM.)	D
Experience of minute-taking at senior level meetings	E
Experience of using and maintaining complex work systems, particularly spreadsheets and financial data	E
Experience of a similar role, preferably working in the charity sector	D

<b>Knowledge</b>	<b>Essential (E) or Desirable (D)</b>
Good working knowledge of Microsoft Office suite, particularly Word and Excel, at intermediate level or above	E

<b>Skills &amp; Personal Qualities</b>	<b>Essential (E) or Desirable (D)</b>
Diligent with a high attention to detail and accuracy	E
Well organised and able to prioritise busy workloads	E
A good understanding of and commitment to delivering excellent customer service	E
Comfortable taking significant responsibility and proactive in proposing new ways of working	E
Flexible and positive outlook and the ability to work with drive and initiative	E
Proactive, with excellent team working and communication skills, supportive approach and the ability to establish good working relationships	E
A commitment to the aims of the National Forest	E
An understanding of the importance of equality, diversity and inclusion	E