

Role Title

Role Profile

Job Title: Supporter Advisor

Salary: On application

Benefits: Pension at 5%, pro rata of 32 days annual leave including Bank Holidays.

Hours: 21 hours per week, 3 days out of 7 including bank holidays and weekend work

Location: Marwell Wildlife

Reports to: Retail, Admissions & Supporter Lead

Management: None

Role Purpose and Role Dimensions:

- To be a key contact for supporter enquiries and to process supporter applications
- The delivery of an efficient and accurate service that provides a warm and welcoming first contact for existing and new supporters maximising retention and renewals
- To ensure gift-aid sales are maximised by promoting and up-selling to guests
- To support the Retail, Admissions & Supporter Manager and Lead in retail and admissions functions as required
- To deliver standards of service that delight our Guests
- To support the Retail, Admissions & Supporter Manager and Lead in the delivery of departmental objectives in line with the five year and annual business plans

Financial Dimensions:

- Accurate and efficient use of till
- Accurate and efficient cash handling
- Adhere to departmental cash handling policy and procedure

Key Internal Contacts

- Retail, Admissions & Supporter Assistants
- Supporter Assistants
- Retail & Admissions Supervisors
- Line Manager – Retail, Admissions & Supporter Lead
- Retail, Admissions & Supporter Manager
- Head of Commercial Operations
- Commercial Director
- Guest Experience Team
- Finance
- IT
- Health & Safety Advisor
- Communications Team
- Department volunteers

Key External Contacts

- Zoo Guests
- Delivery personnel
- Contractors

The Role

Delivery of Supporter benefits

- The delivery of an efficient and accurate service that provides a warm and welcoming first contact for existing and new supporters maximising retention and renewals
- Accurate and efficient processing of supporter applications and enquiries
- Up-selling day guest tickets
- Support the Retail, Admissions & Supporter Lead in the delivery of the supporter events programme and supporter previews
- Promote benefits of becoming a supporter to our guests

Data processing

- Ensure that all direct telephone, post and online supporter application details are recorded accurately
- Ensure that all applications are processed within the agreed timescales
- Fulfil supporter packs
- Process supporter renewals, capturing requests and actions on database

Data integrity and security

- Comply with Gift Aid and GDPR guidelines.
- Cash up at the end of each day and supply documentation to finance.

General

- Identify with and contribute to Marwell Wildlife's brand values, mission and charitable objectives
- To be aware of all facilities, exhibits and special events that are ongoing or taking place within Marwell Wildlife.
- Adhere to health and safety policy and procedures, identify hazards and undertake appropriate risk assessments as required
- To handle cash and other payments ensuring monies are dealt with as per cash handling policy and procedure
- Identify with and contribute to Marwell Wildlife Brand Values, mission and charitable objectives
- To undertake any other duty deemed reasonable as required by the Retail, Admissions & Supporter Manager and Lead, Guest Experience Manager or Head of Commercial Operations

The Candidate

Qualifications & Experience

Essential

- Previous Guest Service experience
- Cash handling and till operation
- Complaint handling experience
- Basic understanding of health and safety requirements
- Good IT skills in word and excel

Attributes

- Excellent verbal and written communication skills
- Good attention to detail
- Good numeracy and literacy skills
- Effective decision-making skills
- Good planning and organisational skills
- Able to work under pressure
- An understanding of how this role supports the delivery of our charitable outputs
- An understanding of the values and behaviour expected within this role

Other

- Flexible approach to routines as due to the nature of the work, occasional out of hours and anti-social hours may be required
- Frequent weekend and bank holiday work