

Job Description

Communications & Membership Assistant

Why you're here

As the Communications & Membership Assistant you will be an essential part of the team, promoting and raising awareness of Galapagos in the UK through GCT's website, social media, newsletters and general communications; and provide a high level of support for the members of GCT through providing a good membership experience which includes administration of our membership subscriptions and supporting a number of events each year to engage and grow the Trust's membership and audiences.

What you'll deliver

- Consistent messaging across all communications
- High level administrative support for our membership services
- High quality development and management of our merchandise
- Logistical support for our events and fundraising activities

How we'll measure it

- Level of engagement from online media and campaigns
- Feedback from members on publications, mailings and events
- Enquiries and merchandise sent within our set response times
- Level of merchandise orders and turnaround times

What you're responsible for

- Production of the e-newsletter, blogs, social media and other online activities
- Efficient processing of merchandise orders and new membership applications
- Administration of membership processes and co-ordination of in-house mailings
- Supporting the membership database ensuring records are kept up to date and accurate
- Updating the content of GCT's websites
- Support general communications including the biannual 'Galapagos Matters' magazine, appeal and other promotional literature/campaigns as well as co-ordination of media library
- Support event logistics

Work Experience

- Experience in communications and administration
- Knowledge of general fundraising and event organisation
- Experience in working for a small team

Technical knowledge and skills

- Excellent IT and web-based skills - developing website content and using website CMS, working with social media, producing promotional materials and experience in MS office
- Experience of using a CRM database or similar
- Proven proofreading skills

Job Description

Communications & Membership Assistant

Who we are

The Galapagos Conservation Trust (GCT) is the only UK registered charity to focus exclusively on the conservation and sustainability of the Galapagos Archipelago. Launched in 1995 at the Royal Society, we have supported a range of science and education projects in Galapagos.

We support projects across five key areas: conserving endemic species; protecting the marine environment; controlling invasive species; conservation through education and promoting sustainable practices. These five areas promote the view that the challenges faced by the Galapagos Archipelago are multi-faceted and can best be addressed using a holistic approach.

By raising funds and awareness in the UK we are able to support conservation projects in Galapagos, helping to contribute to the overall management of this unique ecosystem. We work with a wide range of delivery partners, both in Galapagos and the UK, which helps us to achieve maximum positive impact in our efforts to conserve the Islands.

What we want

- Excellent organisational, time management and planning skills
- Excellent written and verbal communication
- Strong IT skills
- Good attention to detail and accuracy including an outstanding level of confidentiality
- A strong member of the team, with the ability to communicate effectively and willingness to undertake any other duties which may be required from time to time
- A passion for conservation and the natural world and knowledge of working in the charity sector

What you will get

- Opportunities to develop your skills
- A connection with cutting edge conservation projects in the planet's first World Heritage Site, the Galapagos Islands and the surrounding Galapagos Marine Reserve
- Opportunities to benefit from professional external training to support further development where relevant and feasible
- Support from a fully engaged staff team

Key information

Place of work:	Galapagos Conservation Trust offices, central London
Hours of work:	9am to 5pm Monday to Friday (35 hours per week)
Salary:	£19,000 pa
Reports to:	Communications & Marketing Officer
Line Manages:	No direct line management, possible volunteer management