



PERSON SPECIFICATION

MEMBERSHIP RECRUITER AND VISITOR SERVICES ASSISTANT

Location:	Wildwood Escot, EX11 1LU
Department:	Visitor Services
Job title:	Membership Recruiter and Visitor Services Assistant
Function:	Recruit Members and Visitor Service Functions
Reporting to:	Visitor Services Manager
Term:	



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Description	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Minimum of 3 GCSE's or equivalent, grade C or above 	
Work Experience	<ul style="list-style-type: none"> • High-level customer service • Some experience working within sales 	<ul style="list-style-type: none"> • Work experience within the charity sector • Membership recruitment experience • Working to targets
Skills	<ul style="list-style-type: none"> • Ability to remain calm and professional within a high-paced, sometimes stressful environment • Highly organised and ability to coordinate a variety of tasks simultaneously whilst consistently providing an attentive service to customers • Excellent communication skills, written and oral, to ensure: Wildwood's mission is presented to all visitors to inspire and gain commitment from them; clear, concise information is relayed to visitors to increase membership sales; customers receive timely and accurate responses to enquiries; information about daily activities is given to visitors; colleagues are informed in timely manner • The ability to forge good relationships with various stakeholders including colleagues on all levels, visitors and members • Good negotiation and persuasion skills with ability to influence people appropriately • Confidence to challenge people appropriately and handle objections to membership and gift aid whilst remaining polite and friendly • Common sense and the ability to concentrate and prioritise on the essentials of a task • Proactive and ability to work on own initiative • Punctual, presentable and maintains a good level of personal hygiene at all times • Determined, resilient and motivated to increase growth and profitability for the charity 	

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	<ul style="list-style-type: none"> • Broad range of IT skills, specifically Microsoft Office or equivalent • Ability to learn quickly 	
Knowledge	<ul style="list-style-type: none"> • Knowledge of the Wildwood Trust, our mission and history • A genuine love of British wildlife and its conservation • Knowledge of the products and services we offer and the drive to promote and upsell these to customers at every opportunity 	<ul style="list-style-type: none"> • Knowledge and understanding of gift aid
Behaviours	<ul style="list-style-type: none"> • Mature, calm and professional at all times especially when communicating with the general public and visitors • A desire to deliver all customer-facing interactions in a polite, efficient, friendly and professional manner • Cheerful, helpful demeanour with a 'nothing is too much trouble' attitude • Commitment to Wildwood's mission, vision and values • Reliable and trustworthy • Self-motivated and resilient attitude with positive outlook • Competitive and loves to beat targets • Willingness to learn • Being personally credible at all times • Strong teamwork ethic: we are a small team working in close proximity. It is imperative each team member contributes and cooperates fully with immediate colleagues and across different departments • Flexibility and reliability are required. The post holder will need to be prepared to work through peak times in what is a seasonal business, including weekends, bank holidays and school holidays. There may also be a requirement to come in at short notice due to employee absence • Striving to always provide the best possible service to all stakeholders • Being reflective and accepts constructive criticism to improve in own work • A sense of humour! 	