



**Post of: General Support Officer
(Full-time, Permanent)
Immediate Start**

**Information Pack
Job Refs:
GSO1**

July 2021

A Introduction

Secret World Wildlife Rescue (SWWR) exists to relieve the suffering of British wildlife, to encourage respect and tolerance for wildlife and to further its conservation. SWWR strives to do this; by providing a public rescue, rehabilitation and release service for injured, sick and orphaned wildlife; through public education and access to a unique wildlife experience; and by disseminating data and delivering professional training to improve knowledge and raise standards of wildlife care across the UK.

Our Vision

Our vision is to prevent wildlife suffering needlessly and to inspire, in everyone, a love and understanding of wildlife and the countryside.

Our Mission

SWWR's mission is to:

- Provide an 8am – 8pm rescue service caring for sick, injured and orphaned wildlife;
- Rehabilitate the animals in our care and return them to the wild wherever possible;
- Be a respected source of expertise and centre of excellence where all British wildlife can receive the best care;
- Inspire learning about the world of British wildlife, encouraging everyone to discover what they can do to protect it.

Our Work

We believe that no creature, no matter how small, should be left to suffer, that we have a duty to intervene to relieve that suffering and to care for them until they are strong and fit enough to return to the wild.

We deliver our service in the following way:

We are here from 8am to 8pm, 7 days a week, 365 days of the year and work across Somerset providing help to wild animals. Our volunteer response drivers are equipped and trained to rescue small, medium or large animals and birds, and bring them back to Secret World for rehabilitation.

A staff team of around 25 work alongside a very strong and committed volunteer workforce.

Last year, despite the impact of Covid-19, we were able to help over 3,200 animals and Secret World remained open to animal admissions throughout the pandemic. Our work includes caring for hundreds of wildlife orphans such as badgers, foxes, otters and birds of prey, which we hand-rear, care for and rehabilitate, sometimes for as long as 12 months depending upon the species.

All animals brought into Secret World are assessed and casualties are given first aid by our Animal Care team. Animals are then given treatment under the supervision of our local veterinary surgery on weekly visits or animals may be transported to our local veterinary surgeon if x-rays or surgery is required. If any animal requires continuous care, such as two hourly feeding for example, we are able to do this thanks to our many volunteers who generously give their time. Human contact and interaction is kept to a minimum when dealing with wildlife casualties. Unlike domestic animal rescue work, the work Secret World does is 'hands-off'.

Our treatment areas, recovery and special rehabilitation enclosures are designed specifically for the different needs of the wildlife we care for. These include enclosures for foxes and badgers, where they can forage and dig as they would in the wild, water enclosures for the otters and swans, so they can

preen and build their natural oils and large aviaries for garden birds and birds of prey, all away from human contact so they have the best chance of reverting to the wild once they are strong enough to be released.

The progress of all our wildlife patients is regularly reassessed so that we can be sure that any animal released back into the wild is able to survive and live a natural life. Any animal that cannot be successfully returned to the wild will be euthanased quickly and humanely to put an end to its suffering.

Background to the role

Secret World Wildlife Rescue is a nationally recognised wildlife charity. The charity's vision is to prevent British wildlife suffering needlessly and inspire in everyone an understanding and love of wildlife and the countryside. We are looking for an organised person to help across multiple departments.

Job Description

Job title: General Support Officer

Location: SWWR, Highbridge, Somerset

Job Purpose: This is designed to be a flexible role to provide support to the CEO's office and other teams and functions across the site (animal care, external relations, fundraising, facilities management, volunteering, charity shop, etc) undertaking, coordinating and supporting a range of tasks and functions and aiding the smooth running of the charity.

Responsible to: Charity Founder and Advisor

Main Responsibilities:

Duties and time allocated to tasks will vary weekly, depending on the charity's prioritised needs across different teams. This list is not exhaustive and may include:

1. Undertaking administrative and other support for CEO, Charity Founder & Advisor and Head of Animal Care, as required
2. Providing support with database management for external communications and internal records (Donorflex)
3. Supporting external relations / fundraising functions with communications and events: website updates, social media postings, newsletter production, marketing materials, donor communication, media visits, etc, as required
4. Supporting the charity's Head of Volunteering with duties including generating appropriate volunteering opportunities and role descriptions, ensuring support and training needs of the volunteers are met, maintaining relationships with external establishments (educational and commercial) with regard to the promotion and recruitment of volunteers; organising rotas; providing inductions and training; and monitoring and evaluating volunteer activities.

5. If appropriately experienced, and in order to cover staff shortages or illness, providing relevant support to the Animal Care team, as directed by Head of Animal Care Services and under the supervision of the relevant section leader or receptionist; and assisting in the co-ordination of capture, collection and release of casualties when needed.
6. Supporting the Facilities and Office Manager in aspects of HR (Human Resources), Health & Safety, commercial functions and site management (including staff training; stock control (animal food, equipment, etc); supporting commercial activities such as weddings, talks, wildlife courses and external activities; and cleaning, preparing rooms for meetings, etc, if required)
7. Supporting the planning and delivery of on and off-site events or learning activities, as required.
8. Support the work of the SWWR charity shops, as required.
9. Working within SWWR policies and procedures, including Health & Safety and GDPR regulations
10. To undertake any other such duties as directed which may be appropriate in order to achieve the charity's objectives.

Note:

This job description is not exhaustive and will be reviewed from time to time and amended by mutual agreement. The postholder will receive regular review together with an annual job appraisal with the line manager to review progress, job description and performance in post.

PERSON SPECIFICATION

Essential
Experience of working in a customer care / service environment
Excellent verbal and written communication skills
Excellent diary management skills and exceptional organisational skills
Good standard of literacy/numeracy and IT skills including Word, Excel, Databases, etc.
Excellent organisational skills and an ability to balance and cope with competing priorities
Strong team working skills to work collaboratively with staff and volunteers to achieve objectives
Ability to develop and maintain relationships with external stakeholders
Highly motivated, enthusiastic and self-starting; able to work with minimal supervision and be a proactive member of the charity's team
Ability to remain calm and work under pressure, to adapt at short notice and manage a diverse workload
Excellent customer care skills and able to demonstrate sensitivity with a range of audiences
Able to use initiative and display a creative and proactive approach to all areas of work
Good time management skills and able to work to tight deadlines
Able and willingness to support / assist others as necessary with a commitment to deliver high quality service
A creative thinker who pays attention to detail
Able and willing to work weekends as well as outside of standard office hours to support events in evenings where required / planned
Empathy / understanding of wildlife and conservation
Possession of a full / clean UK driving license and own vehicle
Ability to carry out physically demanding aspects of the role including moving, setting up and putting away equipment or handling wildlife.

Desirable
Experience working in a small to medium charity environment
Experience of planning and/or organising events
Experience of working with Donorflex
Working with volunteers in a charitable setting
Use of design software to create resources and experience in writing marketing materials
Experience of working or volunteering in animal care, preferably in the wildlife sector

Employment Details:

Salary:	£18,532.80 per annum
Hours:	37.5 hours per week (including weekends and evening work, as necessary)
Holidays:	30 days per annum inclusive of bank holidays
Pension:	SWWR will provide a pension to eligible staff

How to Apply (please read carefully)

For more information please contact jobs@secretworld.org.

Candidates must complete the **Secret World application form** and return by the closing date below.

Please note CVs will not be accepted.

Candidates should pay particular attention to the completion of the supporting statement contained within the application form.

Closing date for all applications: 9th of August 2021

Proposed Interview Dates: week commencing the 16th of August 2021

Please ensure you are available to attend the interview date prior to applying and be ready to attend if called.

All completed applications should be sent to: jobs@secretworld.org

Alternatively, you may post your application to:

HR Department, Secret World Wildlife Rescue, New Road, East Huntspill, Highbridge,
Somerset TA9 3PZ

Please mark your envelope 'Private and Confidential – Job Application'.

Unfortunately, owing to the large number of job applications we receive, we are unable to respond individually. If you have not heard from Secret World by the 5th of July please assume that you have not been successful on this occasion. Thank you for your interest in working for Secret World.