



Scottish Wildlife Trust

Membership Development Officer

Loch of the Lowes, Dunkeld, Perthshire
c£13k per annum + incentives
35hrs per week

We are looking for an inspiring person to engage with visitors and help them support Scotland's precious wildlife.

Working from our flagship visitor centre at Loch of the Lowes, Perthshire, your face-to-face recruitment and communication skills will inform, captivate and enthuse supporters to come on board and join Scotland's largest wildlife conservation charity.

If you have a strong background in sales, retail and tourism, can deliver an exceptional level of customer care, and have a special interest in wildlife conservation, please apply at www.swt.org.uk, e-mail: recruitment@swt.org.uk or phone 0131 312 7765.

Closing date: 1 March 2010

The Scottish Wildlife Trust is committed to equal opportunities.

Title	Membership Development Officer
Based	Loch of the Lowes, Dunkeld
Dept/Region	Support
Line Manager	Visitor Centre Manager

Overall Purpose of the Job

The main purpose of this post is to interpret the on-site wildlife experience and promote membership and the work of Scottish Wildlife Trust to visitors.

Main Duties

1. Engage with visitors and answer all relevant questions.
2. Interpret the on-site wildlife experience.
3. Promote the work of the Scottish Wildlife Trust.
4. Face-to-face recruitment of new members to the Scottish Wildlife Trust.

Key Internal & External Contacts

- Visitor Centre Manager and Visitor Centre Assistant
- On-site Conservation staff
- On-site volunteers
- Members of the public
- Membership and Marketing Manager and others members of staff in the Membership and Marketing Department

Personal Specification

Qualifications, Training, Knowledge and Experience
<ul style="list-style-type: none"> • Face-to-face sales techniques • Customer care qualifications, especially tourism related (e.g. Welcome Host)
Special Competencies
<ul style="list-style-type: none"> • Excellent customer care methodology • Excellent interpersonal skills • Excellent oral communication skills • Friendly, warm and engaging personality • Ability to work within a team structure
Knowledge
<ul style="list-style-type: none"> • Interest in wildlife, conservation and Scotland's wild places.

Date	
Author	
Position	



Scottish Wildlife Trust

BENEFITS OF EMPLOYMENT WITH THE SCOTTISH WILDLIFE TRUST

First and foremost, we can offer you the opportunity to:

- Work for one of the major players in Scotland's conservation movement
- Work for a good cause and with like-minded people
- Influence Scotland's landscape
- Experience interesting and beautiful locations
- Work in an informal and friendly atmosphere
- Work with colleagues sharing a wealth of knowledge ranging from environmental concerns to management issues

In addition to the above, we also offer:

Pay

Salaries are highly competitive within the conservation sector. The value of salary grades are reviewed annually on the 1st April.

Pension Scheme

The Scottish Wildlife Trust offers a stakeholder pension scheme. The Trust will contribute to this following a six month probation period as follows:

- If employee contributes 2% then the Trust will contribute 3%
- If employee contributes 3% then the Trust will contribute 4%
- If employee contributes 4% or more then the Trust will contribute 5% (this being the maximum the Trust will contribute)

Full-time Hours

Normal working hours total 35 per week.

Flexitime / TOIL

Overtime is not paid however systems exist for utilising flexitime and time off in lieu.

Annual Leave & Public Holidays

25 days paid annual leave per year, increasing to 30 days after five years service. 3 of these days must be used between Christmas and New Year. The annual leave year runs from April to March. SWT recognises 9 public holidays per year. **Part-time employees are entitled to the relevant proportion of the full time equivalent total.**

Company Sick Pay

Enhanced company sick pay is available to all eligible staff.

Maternity Pay

Enhanced contractual maternity pay available to eligible staff.

Membership Rights

As an SWT employee you are entitled to all benefits enjoyed by the members of the Scottish Wildlife Trust, except voting rights at formal meetings.

SCOTTISH WILDLIFE TRUST
GUIDANCE NOTES FOR COMPLETING YOUR JOB APPLICATION FORM

1. It is our intention to appoint the best candidate for every vacancy and to enable us to do this fairly, all applicants should provide relevant information about themselves. This information should relate directly to the responsibilities of the job for which you are applying, which are listed in the job description you have received.
2. The following general points should be complied with:
 - a) Read the job description carefully and ensure that your application takes full account of these.
 - b) Complete all sections.
 - c) Include your name and address on the contact sheet. Do not include your name or address on the application form which will be referenced for this purpose.
 - d) Only include relevant information.
 - e) Do not enclose a CV.
 - f) Use black ink.

3. The following relates to the completion of specific sections of the form:

- EMPLOYMENT HISTORY

For each job state the name of your employer, outline your main responsibilities and the give the length of your employment. Bear in mind the need for relevance to the job for which you are applying.

- INFORMATION IN SUPPORT OF APPLICATION

Please demonstrate in this section how your experience and abilities relate to the skills and experience that we consider necessary to carry out the duties of the job (as detailed in job description.)

- REFERENCES

References may be sought as part of the selection process: that is, before or after interview and prior to any offer of employment being made. Please include one referee whom you would wish us to contact at that stage; your employer will be contacted only if you are likely to be offered the post.

4. Internal Applicants

Internal applicants will apply in the same way as external applicants ie by completion and return of the standard application form. It is not acceptable to request that a copy of the last such form on your file be submitted by way of application. In addition, one of the referees provided must be from an external source.

Please return your completed application along with the supplementary *private and confident* forms attached to the address below:

HR Manager, Scottish Wildlife Trust, Cramond House, Edinburgh, EH4 6HZ

For further information tel 0131 312 7765. Fax: 0131 312 8705

Thank you for applying for this vacancy. If you have not heard anything within one month of the closing date, please assume you were unsuccessful on this occasion. Unfortunately as we are a charity we do not have the resources to reply to all applicants on an individual basis.

CONTACT SHEET

Application No _____ (for office use)

DATA PROTECTION ACT 1998

The information contained in this contact form will be used for the purpose of communicating to you information in respect of your application and will be held on our applicant database. The information contained in the related application form will only be used for the purpose of considering your suitability for employment and will not be communicated to any agency or person out with the Scottish Wildlife Trust.

Please sign below indicating your agreement to the processing of this information. **We cannot proceed with your application without this consent.**

Signed:

Date:

Surname:

Forenames:

Address:

Day time phone no:

Fax no:

Evening phone no:

Fax no:

E-Mail Address:

APPLICATION FOR EMPLOYMENT

CONFIDENTIAL

Human Resources
Department
Cramond House
Kirk Cramond
Edinburgh
EH4 6HZ

Application No: _____ (for office use)

POST: _____

How did you learn of this vacancy ie website/word of mouth/publication:

PERSONAL DETAILS

Do you hold a full, current UK Driving Licence Yes/No

Have you held it for more than 2 years Yes/No

Do you require a Work Permit Yes/No

Salary expectations _____ Notice Period _____

EDUCATION/QUALIFICATIONS

Subject	Level of

PROFESSIONAL QUALIFICATIONS

Subject	Level of Qualification

COURSES/SPECIALISED TRAINING ATTENDED

Subject	Level of training

EMPLOYMENT HISTORY

Details of all positions held, including voluntary positions starting with your current or most recent employer (continue on separate sheet if necessary).

Employer's name & address	Position/areas of responsibility	Length of employment, reasons for leaving and final salary

COMPUTER SKILLS

Please list all computer software/systems experience and describe level of skill/knowledge

INFORMATION IN SUPPORT OF YOUR APPLICATION

With specific reference to the job description enclosed, please supply further information, experience and achievements relating to the position and state what attracts you to this post. (continue on separate sheet if necessary)

Previous positions applied for with the Trust and interviews attended (if applicable)

REFERENCES:

Please provide the names and addresses of two persons willing to act as referees on your behalf, one of whom should be your present or last employer. You should be aware that references may be sought as part of the selection process (i.e. before any offer of employment is made) therefore please include one referee whom you would wish us to contact at that stage. If your application is internal, please provide one referee who is not an employee of SWT.

Name	Address and Telephone No.	Capacity in which he/she has known you

Declaration:

I declare to the best of my knowledge the information given on this form is true and correct and can be treated as part of any subsequent contract of employment. Please sign using forename initial and surname only

Signature:

Date:

EQUAL OPPORTUNITIES MONITORING FORM

The Scottish Wildlife Trust is committed to a policy of equal opportunities for its staff, trainees and applicants. In order to monitor the operation of this policy it is necessary to collect information on certain key characteristics of these groups. The data collected forms a confidential statistical record used solely for the purpose of assessing the effectiveness of the policy. The information provided on this form is not made available to any selector. You will greatly assist us by completing this form.

1. Sex

I am female

I am male

2. Ethnic Group

I am White

Pakistani

Black-African

Bangladeshi

Black-Caribbean

Chinese

Black-Other

Other

Indian

Don't know/prefer not to say

3. Disability

I have a long-term health problem or disability which may affect the kind of work I can do.

Yes

No

PRIVATE & CONFIDENTIAL

CRIMINAL CONVICTIONS – DECLARATION FORM

Should you be offered this post you may be asked to undertake a Disclosure Scotland check. It will state on the job description whether or not you will be asked, if you are unsure please contact the HR Department on 0131 312 4731. It will only be posts whose job will involve regular contact with children or vulnerable adults. If this is the case with the post you are applying for, you will be asked to undertake an Enhanced Disclosure Scotland check – this will detail all convictions against you, both spent and unspent.

However if the post for which you are applying does not require a Disclosure Scotland check, please still complete this form but only detail unspent* convictions.

1. Without prejudice, have you at any time been convicted of a criminal offence?

YES/NO

If you answered No, please go to point 5.

2. If 'Yes' please state the dates, the Court where your case was dealt with, the offence and the penalty:

3. Please give details of how you completed the sentence imposed (eg. Did you pay your fine, what conditions were attached to your probation/community service etc). Did you comply with the requirements of the order/custodial sentence?

4. Please give details of the reasons and circumstances that led to your offence(s)

5. Declaration: I certify that all the information contained on this form is true and correct to the best of my knowledge and I realise that false information or omissions may lead to dismissal.

Signature _____ Date _____

Name _____ Post Applied _____

PRIVATE & CONFIDENTIAL
PROTECTION OF CHILDREN (SCOTLAND) ACT 2003 - SELF DECLARATION

Before answering the question below, please read the following notes.

Section 11 of the *Protection of Children (Scotland) Act 2003* creates a new offence which an individual who is disqualified from working with children will commit if they apply for, offer to do, accept or do any work in a child care position. An organisation will also be guilty of an offence if they knowingly employ (paid or unpaid) a disqualified person in a child care position.

Section 17 of the *Protection of Children (Scotland) Act 2003* defines “disqualified from working with children”. It extends to Scotland disqualifications which previously applied in England and Wales only. A person is disqualified from working with children if they are:

- Included (otherwise than provisionally) in the Disqualified from Working with Children List established under section 1(1) of the *Protection of Children (Scotland) Act 2003*;
- Included (otherwise than provisionally) in the List kept under Section 1 of the *Protection of Children Act 1999*;
- On List 99 and subject to direction under section (1)(a) of section 142 (prohibition from teaching etc.) of the *Education Act 2002* given on the grounds mentioned in subsection (4)(b) of that section, not to carry on work to which that section applies;
- Subject to a Disqualification Order within the meaning of the *Criminal Justice and Court Services Act 2000*.

To help us ensure we are complying with the new child protection laws, please complete the following declaration.

I _____ [full name in block capitals]

Of [address] _____

_____ confirm that I am not subject to any of the disqualifications set out in section 17 of the *Protection of Children (Scotland) Act 2003*;

OR

I am the subject of a disqualification from working with children under:

I understand that deliberately giving false information can result in prosecution.

Signed _____ Date _____

Additional Information

This post will require completion of a Self-Declaration form and a Disclosure Scotland check at Enhanced level.

Disclosure checks will only be requested for those applicants that we wish to appoint.

Please provide the following information:

- (i) Criminal Conviction Declaration: Please confirm you have completed and returned the enclosed Criminal Conviction Declaration form (see page 10)**

Please tick:

- (ii) Protection of Children Act (Scotland) 2003 - Self-Declaration: Please confirm that you have completed and returned the enclosed declaration form (see page 11)**

Please tick:

- (ii) Disclosure Scotland check: Please confirm that you agree to a Disclosure Scotland check at enhanced level should you be appointed to this post.**

Please tick:

The Scottish Wildlife Trust is committed to Equal Opportunities

The information you give us in this form will be treated in strict confidence