JOB TITLE: Engagement Administrative Assistant

DATE: November 2026

Location: Bewick House, Norwich
Salary: £24,963 FTE
Contract: Permanent
Hours: 21 hours per week

Reports to: Wilder Events and Wellbeing Manager

Line management of: Volunteers on occasion

OVERALL PURPOSE OF THE JOB:

At Norfolk Wildlife Trust, we want to bring more nature back to Norfolk and help more people enjoy and take action for wildlife. With our ambitious strategy launched, it's an exciting time to join us and play a part in that work.

We're looking for someone with excellent communication and organisational skills to join our Engagement Directorate. Your administrative support will help our teams connect more people with nature and encourage action for wildlife. You'll have a varied workload, from answering enquiries from schools and members of the public to helping coordinate events and activities and supporting day-to-day administration and finance.

We welcome different backgrounds, experiences and perspectives, and particularly encourage applications from people who are underrepresented in our sector, including people from minority backgrounds and people with disabilities. We're committed to creating a movement where individual differences and identities are recognised and valued.

REPORTING TO:
Wilder Events and Wellbeing Manager

REPORTING TO THE POST HOLDER:

Volunteers on occasion

MAIN DUTIES:

1. Provide day-to-day events administration, including monitoring the events inbox, responding to event and ticketing enquiries and raising promotion needs with the team.

2. Support the Talks Programme, liaise with NWT Local Groups, and keep the internal events database accurate and up to date.

3. Help to organise meetings, inductions and events, including venues, equipment, refreshments and post-event evaluations. Act as a point of contact for event participants, liaising with them and providing further information.

4. Respond to booking enquiries from schools and education providers, explain the visits available and record bookings on our database. Coordinate bookings with visitor centre staff, send schools full details of their visits and follow up any outstanding information before each visit.

5. Raise purchase orders and sales invoices on the Trust's finance system (Xledger) and support the Finance Team in inputting information.

6. On occasion, supervise the event administration volunteer, providing training and allocating work.

7. Support colleagues in the Engagement Team with travel and accommodation arrangements.

8. Attend meetings as requested, share agendas and take minutes.

9. Share in the monitoring of a number of shared mailboxes, dealing with the enquires arising as appropriate.

10. Assist with data entry and management in our CRM system, including checking records and merging duplicates. Collate data from various sources into a single format.

11. Proactively identify and address issues or improvements and contribute to team-wide problem solving.

12. Support the collation and recording of evaluation data.

OTHER DUTIES:

Attend events to support the wider Trust when necessary

Promote the work of NWT whilst undertaking the above duties and recruit new members where opportunities arise

Work in accordance with, and ensure the implementation of NWT policies

ESSENTIAL REQUIREMENTS:

- Confident digital skills, with proven experience of using Microsoft Office applications, particularly Excel, Word and Outlook.
- Proven administrative experience, with strong numeracy and literacy skills and excellent attention to detail.
- Excellent organisational and time-management skills, with the ability to manage competing priorities, work independently and use initiative, while contributing effectively as part of a team.
- Strong written and verbal communication skills, with the ability to communicate clearly, professionally and confidently with a wide range of audiences.
- Experience of managing a varied workload and balancing multiple, sometimes competing, demands.
- The ability to work collaboratively with colleagues across different teams and departments, building positive working relationships, including with the wider administration team and the CEO's office.
- An enthusiasm for nature and a genuine interest in the work and aims of Norfolk Wildlife Trust.

DESIRABLE REQUIREMENTS:

- Experience of customer relationship management (CRM) databases and finance systems. Training will be provided on NWT’s systems.
- Experience of supporting event organisation or ticketing
- Experience of working with schools or other education settings