



Seasonal Helpline Officer Ref SHLO Job Description

Background:

The Bat Conservation Trust (BCT) operates a National Bat Helpline to provide the general public, owners of buildings containing a bat roost, the building trade and land owners and managers with easily accessible and accurate information. Myths and misunderstandings about bats together with intolerance and fear have always been obstacles to their conservation, and by informing and supporting people who come into contact with bats BCT works towards its vision of a world where bats and people live in harmony.

The role of the helpline service has become even more important following incidents of bats in the UK carrying a rabies virus. The helpline plays a critical role in ensuring that the public and bat workers have the most up to date guidelines on bats and rabies issues. The helpline is also contracted by Natural England, the Statutory Nature Conservation Organisation, to cover the administration of statutory bat casework in a number of regions..

Responsibilities as part of the helpline team

- 1. Responding to helpline enquiries, including:*
 - Answering enquiries that come into the Helpline service, by telephone, letter or e-mail;*
 - Preparing and sending out information to members of the public and to bat workers;*
 - Referring enquirers to other Helpline Officers or BCT staff where extra technical input is needed.*
 - Promoting the trust in a positive manner at all times and actively promoting membership wherever possible.*
- 2. Keeping contact information up to date by:*
 - Updating databases and spreadsheets when details change.*
- 3. Responding to Natural England bat calls by:*
 - Dealing with enquiries from roost owners and other members of the public;*
 - Organising and following up roost visits with bat workers;*
 - Receiving and processing roost report forms.*
- 4. Ensuring that all enquiries are logged on the database and that accurate records are kept.*
- 5. Rabies and bat bites:*
 - Following up on any cases involving bat bites or rabies, to ensure that appropriate advice is given and the relevant authorities informed.*
- 6. Liaise with bat workers and bat rehabilitators across the UK.*
- 7. Assisting with projects which increase the scope and capabilities of the helpline.*
- 8. Acting as back-up staff to Out of Hours volunteers on some weekday evenings, weekends and bank holidays*
- 9. General office administration duties as required.*

Reports to: Line managers within the team.

Contract:

Seasonal Helpline Officer: The core period for all posts is mid-May to September (i.e. these months must be covered), but there is some flexibility about when the posts begin and end. It could begin as early as April and end as late as November, but will depend on the applicants for the posts. Please indicate which months you would potentially be available on the application form.

Training: An initial week of intensive training, as well as additional training throughout the contract will be provided.

Salary: £15,000 - £16,000 pro rata, depending on experience.

Place of work: The normal place of work will be BCT's head office at Vauxhall, London.

Holiday: 33 days (including 8 bank holidays or an alternative day off in lieu if it is necessary for you to work on a bank holiday), pro rata.

Usual time of work: 9am - 5.30pm including one hour for lunch (37.5 hours per week).



Seasonal Helpline Officer Person Specification

This section details the experience, competencies, knowledge and personal qualities desirable for the post.

<i>Quality</i>	<i>Essential</i>	<i>Desirable</i>
<i>Experience</i>	<p><i>Education to degree level or equivalent</i></p> <p><i>Previous experience of working in an office</i></p>	<p><i>Experience of dealing with telephone enquiries</i></p> <p><i>Experience of dealing with a range of people, including volunteers</i></p> <p><i>Querying and reporting using an Access database.</i></p> <p><i>Experience using and updating Google Maps</i></p> <p><i>Experience of bat work, especially roost visits</i></p>
<i>Knowledge</i>	<p><i>Good knowledge of the geography of the UK</i></p> <p><i>Working knowledge of Microsoft Word, Excel, Outlook, and Access</i></p> <p><i>Awareness of wildlife conservation issues</i></p>	<p><i>Knowledge of bats and bat conservation</i></p>
<i>Competencies</i>	<p><i>Aptitude for communicating with a range of people</i></p> <p><i>Excellent interpersonal and telephone skills</i></p> <p><i>Ability to work successfully in a team</i></p> <p><i>High degree of personal organisation</i></p> <p><i>Good attention to detail</i></p> <p><i>Professional approach and ability to work – including multi tasking – with initiative and minimum supervision.</i></p>	
<i>Personal qualities</i>	<p><i>Commitment to wildlife/environmental issues</i></p> <p><i>Enthusiasm and willingness to learn, and a positive attitude</i></p> <p><i>Ability to deal with working under pressure in a very busy environment</i></p> <p><i>Approachable character</i></p>	<p><i>Commitment and pragmatism necessary for working in a small team in a very busy office</i></p>