



Seasonal Helpline Officer Ref SHLO

Job description

Background

The Bat Conservation Trust (BCT) is proud to be the leading non-governmental organisation devoted solely to the conservation of bats and their habitats. BCT's vision is a world rich in wildlife where bats and people thrive together. Our mission is to conserve bats for present and future generations. Through education, collaborative action and scientific research, we inspire individuals and organisations to value and speak out for bats.

BCT's strategic aims are:

- Discover: *To ensure scientific evidence is in place to support bat conservation*
- Act: *To secure and enhance bat populations and their resilience in a changing world*
- Inspire: *To win the levels of support required to secure and enhance bat populations*
- Strengthen: *BCT to achieve financial stability and sustainable staff workloads. Staff and volunteers are motivated and well led.*

BCT's core expertise includes: biodiversity delivery (an experienced lead partner for several bat species in the UK Biodiversity Strategy); the National Bat Monitoring Programme (coordinating more than 2000 volunteer surveyors each year); delivering advice about bats (through the National Bat Helpline and through long-term partnerships with the statutory nature conservation organisations); training professionals and volunteers; and engaging and educating wider audiences.

BCT's head office is in Vauxhall, London and we have offices in Wales and Scotland as well as some remotely based staff.

BCT's helpline is a source of information and advice on bats and their roosts. The helpline is contracted by Natural England, the Statutory Nature Conservation Organisation, to cover the administration of statutory bat casework in England. As a small number of bats in the UK have tested positive for a rabies type virus, the helpline also plays a critical role in ensuring that the public and those working with bats have the most up to date guidelines on bats and rabies issues.

The helpline team usually comprises two Helpline Managers, five full-time Helpline Officers/Bat Advice Officers, one part-time Bat Advice Officer and up to five Seasonal Helpline Officers (during the summer months), who each take responsibility for answering and responding to calls and organising Natural England bat casework. Roles are subject to continued funding.

Purpose of the job

- to be the first point of call in handling general enquiries about bats and providing information to the public;
- to respond to Natural England bat calls by providing information and organising roost visits;
- to maintain the enquiry database;
- to ensure health and safety guidelines in regard to bats are followed and to ensure that in the event of a bat bite or rabies incident, appropriate advice is given and the relevant bodies kept informed;
- to liaise with Natural England Volunteer Bat Roost Visitors and bat care contacts across the UK
- to assist with administration tasks and project work;

Roles and Responsibilities

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 volunteers;
- Referring enquirers to other 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, spreadsheets and online maps when details change.

3. Natural England:

- Dealing with enquiries from roost owners and other members of the public;
- Organising and following up on bat roost visits.

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 risk, to ensure that appropriate advice is given and the relevant authorities informed.

6. Liaising with Natural England Volunteer Bat Roost Visitors and bat care contacts 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.

Working relationships

Inside the organisation

Reports to Helpline Managers

Close contact with Helpline and other BCT staff

Outside the organisation

Regular contact with general public, Natural England staff and volunteers

Other relevant factors

Compliance with Green House Keeping and Health and Safety

Salary

The salary is £19,013 pro rata

Length of post

All posts will start in May and continue over the core summer months of June, July and August. There is some flexibility about when the posts will end. Some will end in September, some October and this will depend on the applicants for the posts. Please indicate which months you would potentially be available for on the application form. A performance review will take place at two months. As with all BCT posts, this role depends on continuation of funds.

Training

An initial period of up to two weeks intensive training, as well as additional training throughout the contract, will be provided. **Please note** we cannot accept applications from candidates not available for the initial training period.

Holiday

25 days annual leave plus bank holidays (33 days in total) pro rata

Usual time of work

This is a full time post, 9am – 5.30pm including one hour for lunch (37.5 hours per week). There may be occasional evening and weekend work (e.g. to attend conferences or events) for which time off in lieu is given, although not necessarily on a one for one basis.

Place of work

The main BCT office in Vauxhall, South London.

Out of hours

There is also a requirement to be on call to provide support to Out of Hours volunteers on some weekday evenings, weekends and bank holidays, according to the team rota.

Bat Conservation Trust



Seasonal Helpline Officer Person Specification

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

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