

Bat Conservation Trust



Helpline Officer (Ref HLO)

Dear Applicant

Thank you for your interest in this post. Please find enclosed your application pack. We ask that you pay particular attention to the Application Guidance Notes which contain important information about completing the application form.

BCT invites those interested for the above post to apply by Thursday 16 September 2010. If you would like to discuss the post further please contact Michelle Beckett at jobs@bats.org.uk or 020 7501 3623.

For further information on BCT please visit the BCT website www.bats.org.uk

We look forward to receiving your application.

Yours sincerely,

The Bat Conservation Trust

Bat Conservation Trust



Helpline Officer Ref HLO 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. In 2004/5, the helpline expanded to take on contracts from Natural England, the Statutory Nature Conservation Organisation, covering the administration of statutory bat casework. BCT has since taken on further regions, thereby increasing the level of staff required.

Recruitment

The helpline team currently comprises six full-time Helpline Officers, and up to four Seasonal Helpline Officers, who each take responsibility for answering and responding to calls and organising Natural England bat casework. There is a vacancy forthcoming for one full time Helpline Officer.

Aims of post:

- 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 bat workers and bat rehabilitators across the UK;
- to assist with administration tasks and project work;
- to draft advice letters for roost owners.

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.

2. Keeping contact information up to date by:
 - Updating databases and spreadsheets when details change.
3. Natural England:
 - Dealing with enquiries from roost owners and other members of the public;
 - Organising roost visits with bat workers;
 - Drafting advice letters for members of the public.
4. Ensuring that all enquiries are logged on 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. Leading on projects which increase the scope and capabilities of the Helpline.
7. General office administration duties as required.

Reports to: Helpline Manager

Contract: One year contract with likely extension at end of first year. The post has a three month probationary period, after which a performance review will take place.

Training: Training will be provided as required.

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

Place of work: The normal place of work is BCT's head office at Battersea Park, London.

Holiday: 25 days annual leave (pro rata) plus bank holidays.

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



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 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, Access 2003 or 2007, Outlook</p> <p>Awareness of wildlife conservation issues</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 and 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>