



ORANGUTAN APPEAL UK

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| Position Title | Liaison Officer |
| Salary | This is a voluntary position Return flights from LHR to Sandakan and accommodation are provided |
| Working Schedule | 8am – 12pm and 2pm – 6.00pm 5 ½ days per week Invariably the role may require the Liaison Officer to work additional hours dependent on workload |
| Terms of Contract | 3 month placement |
| Location | Sepilok Orangutan Rehabilitation Centre, Sabah, Borneo |

Position Purpose

The Liaison Officer (LO) for Orangutan Appeal UK (OAUK) is responsible for promoting and raising awareness of the plight of the orangutans and raising vital funds for the charity. The most popular form of supporting the charity is through the adoption scheme. Other ways are to give a donation, purchase merchandise or corporate partnership. The LO acts as the face of the charity at Sepilok and therefore must act in a professional manner at all times.

This is a very demanding yet rewarding role. The ability to organise your time effectively is essential. You will be working independently away from your UK-based team so must be comfortable in working autonomously yet able to take daily direction. This is a multi-faceted role and you need to be confident that you can carry out each of the below tasks effectively. You will be on your feet for most of the day in a very hot and humid environment. You will have to walk a few miles every day between reception, the feeding platform and the nursery viewing area, which can be quite physically demanding in a rainforest environment.

The LO will perform all duties as required by and in accordance to the direction of the Appeal. The LO is expected to assist with communication between Sepilok and the Appeal. The LO does not have the capacity to make any decisions or the authority to make agreements on behalf of the Appeal, including the allocation or spending of funds.

In this role there is NO direct contact with the orangutans.

Duties & Responsibilities

Visitor Education:

- Give a presentation twice daily to introduce the visitors to the work undertaken at Sepilok, the involvement of OAUK and to answer any questions
- Attend the daily feedings at the feeding platform and outdoor nursery viewing areas and engage with visitors about the orangutans, the work of the centre and the Appeal and answer any questions.
- Increase awareness of the plight of the orangutan and what people can do to help
- Maintain the display boards in the reception area and presentation room

Fundraising:

- Promote the Adoption Scheme and obtain a minimum of 25 adoptions per week
- Promote the Business Partnership Scheme and discuss the importance of corporate sponsorship
- Promote the sale of merchandise
- Advise visitors of the OAUK website

Reporting and Communication:

- Daily contact with the team in the UK via email, Skype and WhatsApp. This may include calls in the evening due to the time difference.
- Provide a detailed written report on a weekly basis
- Respond to all emails in a timely and professional manner
- Obtain weekly updates on the activities of our staff at the centre
- Take photographs and video of the orangutans at the feeding platform and outdoor nursery viewing area
- Edit photographs and upload to Dropbox

- Provide regular updates on any projects that are being undertaken
- Collect information and take photographs and video of the orangutans on the OAUK adoption scheme

Accounts:

- The LO is responsible for keeping accurate accounts. All income and expenditure must be accounted for and recorded accurately
- Daily cash reconciliation
- Keep daily accounts both electronically and written for sales and expenditure
- Complete monthly sales and expenditure accounts in Excel for submission to the UK office
- Upload receipts and invoices to Dropbox
- Handle cash sales and bank cash when requested
- Exchange foreign currency at the currency exchange
- Process credit card donations using an online transaction system
- Obtain written permission from the chairperson for any items of expenditure including but not limited to supplier invoices, staff allowances, items for the clinic, accommodation and utilities.

Merchandise:

- Sell merchandise and keep an accurate record of sales and stock
- Complete a monthly stock check
- Maintain stock levels and place orders with suppliers when necessary
- Research new suppliers or products if requested

Other:

- Meet with special visitors at the centre and if applicable in the evening
- Observe and take minutes at meetings, when requested
- Maintain good relations with all staff at the centre
- Be prepared to speak or present to VIPs such as government ministers, local and foreign dignitaries or public figures
- You may be required to work additional hours to ensure all tasks are completed or to attend meetings (no additional allowance will be received for this)
- Ensure the LO accommodation is kept clean and tidy and in a good state of repair
- The LO must ensure that they do not place themselves in any dangerous situation and must never venture into the rainforest reserve unaccompanied.
- This role is of high importance and can be very demanding. It has to be taken on with maturity and diplomacy. The LO is the face of the charity and must represent OAUK in a professional manner at all times.

Essential Skills and Experience

- A passion for conservation and orangutans
- Excellent communication and presentation skills
- Ability to engage an audience and be confident in answering questions
- A 'can do' attitude
- Sales experience
- Customer service experience
- Able to work independently
- High level of accuracy and attention to detail (particularly in transcribing information)
- Able to remain calm under pressure and multi-task
- Sound IT knowledge including MS Word and Excel
- Experience in a similar role would be advantageous but not essential
- You must be able to attend an interview at our office in Surrey and induction in our Hampshire office, at your own cost.

All required vaccinations and any relevant medications are to be paid for by the successful candidate.

To read our Privacy Notice for Job & Volunteer Applicants please visit www.orangutan-appeal.org.uk/privacy-notice-for-job-volunteer-applicants