

BGCI Vacancy Announcement

Title of post:	Membership Information Management Officer
Job Purpose:	Provides information management to support the membership programme
Reports to:	Head of Membership and Conservation Services
Contract Type:	Full-time (35 hours per week)
Duration:	3-year contract
Location:	BGCI Offices, Kew, London; Hybrid (Please note that our temporary office address in 2026 is in Putney, London)
Remuneration:	Officer F2 grade, recruitment range £27,500 - £30,000.

Position Summary

The Membership Information Management Officer will play a key role in the delivery of the Botanic Gardens Conservation International (BGCI) [2025-2030 Strategic Framework](#) and membership programme, supporting member engagement, data and information management, and utilisation of the BGCI global information systems. This role ensures the accuracy and integration of member and garden data across CRM systems, supports conservation services for members, staff and internal projects and contributes to the wider success of the BGCI global network.

The Membership Information Management Officer requires a strong blend of information management, CRM administration, data and information analysis, and member engagement skills, combined with the ability to work in a global conservation organisation.

About BGCI

BGCI is the largest global network devoted to conserving the world's plant diversity, with over 950 member institutions in more than 120 countries. BGCI links horticulturists, scientists, educators and conservation practitioners in a shared commitment to ensuring that no plant species becomes extinct.

BGCI plays a key coordinating role with headquarters in the United Kingdom, entities in Kenya and the United States of America, and regional representation across Africa, the Caribbean and Central America, South America, North America, China, Asia and Europe. By facilitating collaboration between botanic gardens and other conservation organisations and supporting the development and long-term functioning of botanic garden networks, BGCI ensures that local expertise contributes to global impact.

BGCI advocates for the botanic garden community, elevating its role in conservation policy, practice and public engagement; connects people and institutions to share knowledge; serves as a global hub for training, resources and professional support; and mobilises funding and technical assistance for practical conservation efforts worldwide. Working collectively, BGCI and its members harness their knowledge, collections and hands-on expertise to safeguard plant diversity for the well-being of people and the planet.

Detailed Position Description

Key responsibilities

Membership Programme (30%)

- Provide support and guidance to members seeking to use the BGCI data tools and resources.
- Create and deliver high-quality membership communications, liaise with the BGCI regional and technical networks to onboard new members and retain long-standing supporters.
- Manage and implement the BGCI membership programme via the BGCI CRM system and public facing data tools such as GardenSearch, ensuring details are accurate and up to date.
- Manage membership subscriptions.

Information Management and Digital Platforms (30%)

- Segment and manage contact lists within the BGCI CRM and email marketing platforms liaising with the rest of the team and the CRM provider where appropriate.
- Maintain and update the BGCI member platform, ensuring seamless integration with the BGCI website, internal databases, and relevant digital platforms.
- Encourage and support the use of PlantSearch and GardenSearch by BGCI members and other conservation organisations, including assistance with uploading, updating, and validating data.
- Respond to data queries and data requests across the BGCI data tools and liaise with the BGCI Data Working Group as required.
- Consolidate BGCI contacts across multiple databases and lead processes across the full data lifecycle including end of life processes.
- Record donations from BGCI appeals and manage donor data imports and exports.

Data Analysis and Reporting (30%)

- Compile, analyse and present data from the BGCI CRM, PlantSearch, and GardenSearch for internal stakeholders such as BGCI project managers, regional and technical networks and to support income generation activities.
- Prepare annual membership reports, including payment summaries and performance metrics.

- Contribute to the development of dashboards, reporting tools, and data quality improvements, as required.

Conservation Services Support (10%)

- Support the delivery of conservation services across BGCI as required.

Person Specification

BGCI is seeking to appoint a detail-oriented information management professional with experience supporting membership, donor, or partnership programmes within a conservation, scientific, or not-for-profit environment.

Education and/or Experience

Essential

- A graduate level qualification.
- Excellent written and verbal communication skills.
- Ability to manage multiple tasks and deadlines with accuracy.
- Ability to work collaboratively across teams and cultural contexts

Desirable

- Understanding of botanic gardens, conservation, or environmental organisations.
- Experience of working for a not-for-profit organisation.
- Experience in interacting with international organisations and individuals.
- Knowledge of botanic gardens, nature conservation, zoos, museums or related disciplines ideally gained through direct personal experience.

Skills and competencies

Essential

- Confidence in supporting users of digital platforms and tools.
- Strong attention to detail, organisational skills, and accuracy in data entry and information management
- Experience working with CRM systems (e.g. SheepCRM)
- Experience in managing members, donor management or partnerships.
- Highly competent in Microsoft Excel (e.g. using PIVOT tables and complex formulae) and experience in managing relational databases

- Ability to analyse data and produce clear reports and summaries involving data extraction, transformation, automation and visualisation
- Experience in interacting with international organisations and individuals.

Desirable

- Experience using email/communications platforms (e.g. Mailchimp).
- Experience with data analysis or reporting tools (e.g. Power BI, R, Python, Tableau)
- Understanding of data protection, confidentiality and ethical data handling.
- Automation and continuous process improvement including the use of artificial intelligence
- Command of additional languages.

Application Process

If you are interested in this role, please send us your CV and a cover letter (two pages maximum) explaining your motivation for the role and providing examples and evidence of how you are suitable for the position.

Please note that the role is UK based so you must be eligible to work in the UK as we are unable to provide sponsorship. **Please confirm in your cover letter that you are eligible to work in the UK.**

Please send your CV and cover letter to info@bgci.org

Closing date for applications is **Monday 27 April 2026**. The interviews will be conducted online on the week commencing **1 June 2026**.

We also ask all applicants to complete a short Equality and Diversity Monitoring Form - please click on this link [BGCI Equality and Diversity Monitoring Form – Fill in form](#)

BGCI is committed to putting equality, diversity and inclusion at the heart of our organisation. We are committed to ensuring a working environment in which all individuals are free from discrimination and in which opportunities are equal to all. We encourage applications from all sections of the community, particularly those underrepresented within our sector.