



ADMINISTRATION & COMMUNICATIONS ASSISTANT

Job description and person specification

Location	Remote, working hours are London/Lisbon time (WET/WEST)
Hours	One to two days per week, spread across the week, by agreement.
Salary	€15,000–€18,000 gross per year full-time equivalent (paid pro rata)
Contract Type	Freelance/Consultant (must have right work in country of residence)
Reports to	Head of Communications
Closing date	16 September 2026

ABOUT PANGEA

Pangea has established Europe's first large-scale elephant sanctuary and nature reserve, on a 402-hectare reserve in the Alentejo, Portugal. Our mission is to provide lifelong, high-welfare care to elephants in need.

We work collaboratively with zoos and circuses across Europe seeking responsible, compassionate rehoming options for their elephants, ensuring that each transition is handled with care and dignity. Julie, Portugal's last circus elephant, became our first resident in June 2026. Kariba, another African female, arrives later this year. We are a small team building something that has not existed in Europe before.

THE ROLE

This role is the first point of contact for most people who get in touch with Pangea, and the person who keeps our supporter records accurate and our fundraising research organised. It suits someone who enjoys communicating with people, works methodically, and can follow direction closely as well as take the initiative.

The work divides between supporter communications and administration, and research and other admin support, depending on demands of the time.

Supporter communications

- Managing the info@pangeatrust.org inbox as Pangea's first point of contact.
- Responding to general enquiries about sanctuary visits, volunteering, donations, adoptions, and employment, using agreed templates and our established tone of voice.
- Escalating media requests, funding opportunities, partnership approaches and any sensitive or unusual enquiry to the appropriate team member
- Managing routine comments and direct messages on social media.
- Maintaining a log of enquiries and frequently asked questions so that our answers stay consistent and the template library improves over time.

Supporter and data administration

- Maintaining contact records in Beacon CRM and Mailchimp.
- Data management: removing duplicates, managing bounced emails and unsubscribes, tracking consent, and doing regular cleanups.

- Recording donations, reconciling online and offline payment records against the CRM, and flagging discrepancies to our finance support.
- Preparing and sending thank-you letters and acknowledgements.
- Adoption administration: sending packs and certificates, tracking renewal dates and prompting renewals.

Fundraising research and support

- Researching grants, trusts and foundations, corporate partnership opportunities and philanthropic prospects, and maintaining an organised prospect pipeline.
- Maintaining the fundraising calendar: application deadlines, reporting deadlines and renewal dates.
- Collating the material needed for applications and funder reports, including figures, photographs, permissions and supporting documents.

General administration

- Maintaining the shared drive filing structure and document version control.
- Scheduling meetings, circulating agendas and taking notes where required.
- Supporting logistics for site visits by donors, media and partners, including itineraries, accommodation and transport.
- Maintaining contact lists for funders, partners and media.
- Assist in drafting contracts, partnership agreements, and media release forms
- Other administrative tasks as needed

WHO WE ARE LOOKING FOR

Essential

- Excellent written and spoken English.
- Strong organisational skills and close attention to detail.
- Able to manage several strands of work at once and respond to enquiries promptly.
- Confident working independently and remotely, with little day-to-day supervision.
- Sound judgement about what to answer, what to escalate and when to ask.
- Discretion. Much of what you will see is confidential, including donor information, elephant transfers under negotiation and partner discussions.
- Experience using email management systems, spreadsheets and online database systems
- A professional and warm communication style.
- A passion for elephants and an interest in animal welfare, wildlife conservation, or environmental protection.

Desirable

- Good written and spoken Portuguese.
- Experience in non-profit administration or fundraising support.
- Donor research or prospecting experience.
- Familiarity with Mailchimp and CRM systems.
- Customer service, community management or stakeholder engagement experience.
- A working understanding of data protection obligations as they apply to supporter records.

WHAT WE OFFER

- Paid, flexible, remote work.
- The chance to visit the sanctuary and meet the elephants and the team.
- Close working contact with a small senior team, and real visibility of how a sanctuary is built.
- A role in the first project of its kind in Europe, at the point where it is taking shape.

HOW TO APPLY

Please send your CV and a short motivation letter of no more than one page, explaining your interest in the role and the experience you would bring, to hr@pangeatrust.org.

We review applications on a rolling basis. Shortlisted candidates will be invited to a video interview and may be asked to complete a short assignment so that we can see how you write. While we would love to respond to all candidates, a high volume of applications is expected and **only shortlisted applicants will be contacted**.

Pangea is committed to equality of opportunity. We welcome applications from everyone and do not discriminate on the basis of race, religion, gender, national origin, age, marital or parental status, or disability. All successful applicants must provide proof of identity and evidence of the right to work in Portugal, and will be subject to a probationary period.