8 January 2021

**We are the county’s leading conservation charity, committed to protecting wildlife and inspiring a lifelong love of nature. Our climate is in crisis and nature needs our help. Together we can protect the future. Join us!**

Hello and thank you for your interest in the post of Business Support Officer at Essex Wildlife Trust.

The is a permanent role, working 37.5 hours over Monday to Friday but with some flexible working. The salary for this post is £19,186 rising to £19,686 after successful completion of probation. It is based at Abbotts Hall Farm with some working from EWT locations.

We are looking for someone with excellent communication skills, who has a collaborative approach and can provide professional business support solutions to enable all teams at the Essex Wildlife Trust to meet their objectives. This role is for someone who is enthusiastic and committed to finding the best workable solutions, therefore strong research skills and the generation of positive solutions will be a regular way of working.

I really hope this role interests you and you’d like to join our team and play an integral role in furthering the aims of Essex Wildlife Trust. To apply, please complete the application form giving clear examples why you feel you are suited to the role. Please send this to [jobs@essexwt.org.uk](mailto:jobs@essexwt.org.uk) by 5.00pm

22 January 2021. Please title your application document with your full name.

Interviews will be held online on 27 January 2021

For further information or an informal chat about the role please call me on 01621 862965 or email fionah@essexwt.org.uk.

Thank you for your interest in this role. I look forward to receiving your application. We respond to all applicants so you will hear from us within a week of the closing date.

Yours faithfully



Fiona Hearn

Office Manager

**Essex Wildlife Trust Job Description and Person Specification**

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Description automatically generated

**Business Support Officer (1.0 FTE)**

**JOB DESCRIPTION**

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**Job Title:** Business Support Officer

**Locations:** Abbotts Hall Farm / Nature Discovery Centres

**Reports to:** Senior Business Support Officer

**Responsible for:** Business Support Volunteers

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**Financial Responsibilities:**

Responsible for specific parts of business support expenditure (for example business supplies)

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**Job Purpose:** To pro-actively provide effective business support to Trust-wide internal and external stakeholders. To work with the Senior Business Support Officer and other team members to develop innovative and sustainable ways of working to enable the Trust to meet its charitable aims.

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**Core Responsibility Areas**

**Business Delivery (20% of time)**

* Support workstreams that further the ‘Enablement’ goals for the strategic plan.
* Act as an advocate in representing the Business Support team at internal or external meetings.
* Support the Key Strategic delivery of the Trust, providing Goal Leaders and Goal teams with data input, monitoring, interpretation and analysis work.
* Provide regular Business support to staff within different departments and sites – balancing the workload and collaborating with colleagues in order to meet the strategic aims of the Trust.
* Maintain current, clear and concise processes and procedures; pro-actively implementing process change to seek continuous team performance improvement.
* Monitor and manage data changes, in order to provide accurate information for users of systems, collaborating with key staff in order to keep information current and accurate.
* Investigate, research and collaborate with different teams to develop new and innovative ways of working.
* Keep regular records of all assets (such as office supplies and logo clothing), producing robust systems and keeping them current; these include processes and adequate communications.
* Maintain sufficient stocks of supplies and equipment, ensuring internal orders are fulfilled and a system of renewing and distribution works effectively.
* Research comparable products and service providers, presenting data to show options and recommendations for the provision of best value for the Trust (including financial, sustainable and solutions-oriented comparisons).
* Negotiate best value with suppliers and place regular orders. Monitor and report on costs spent – keeping transparent and shared records in shared spaces, managing costs within budgetary annual limits.
* Support the telephony response requirements for the Trust, answering enquiries, signposting calls and emails to relevant teams and keeping the voicemail greetings and voicetree up-to-date

**People and Communication (10% of time)**

* Be positive, friendly and enthusiastic, reflecting the values of the Trust
* Be an Ambassador for the Essex Wildlife Trust, wear logo clothing in front-facing locations and represent the organisation in a positive manner
* Work closely with all Business Support team members, planning and implementing Business Support tasks in collaboration and with regular and varied communications, participating in meetings and taking responsibility to prioritise Business Support communications where appropriate
* Report and record regularly on projects and task deliverable/output – following agreed guidelines to provide transparent progress and ensure decisions are pre-agreed where necessary
* Provide a helpful, respectful and measured response, face to face, over the phone and in writing to a very diverse range of customer enquiries, to positively promote the Trust and its work. (Internal customers include staff, trustees, volunteers and local groups)
* Pro-actively notify relevant parties of project work and share the status of business service work in order to elicit as much information and engagement of colleagues.
* Share information necessary to the efficient running of the department, including regular briefings to line manager, virtual team members and volunteer colleagues where appropriate
* Encourage, coach and support Business Support volunteers to enable the workload of the Business Support team to be shared and completed, following agreed processes.
* Maintain volunteer records including the organisation of cover and appropriate volunteer communications, assist in the organisation of the annual volunteer away day
* Collaborate with all other departments to assist with Business Support issues.
* Listen, respond and support the needs of colleagues, other staff and volunteers in the Business Support team and other departments to enable the Trust achieve its charitable aims.

**Problem Solving/Innovation (10% of time)**

* Understand how the insurance programme covers the Trust and go through a filtered questioning process to establish base needs
* Know where all the relevant insurance guidance, documents and reporting is kept in order to assist people involved in incidents and provide relevant guidance, collecting appropriate information.
* Take responsibility and ownership for resolving problems, seeking the most positive and sustainable outcome for internal and external customers
* Use initiative and innovative thinking to consider options and put forward recommendations when considering possible solutions
* Pro-actively progress chase actions when resolving problems, optimising the Trusts resources
* Systematically devise and implement improved processes to enable achievement of efficiencies to help with growing resource demands
* Devise and implement new ways to meet the strategic objectives, supporting Goal Leaders and recording work appropriately.
* Produce and effectively communicate robust and processes, signposting information and guidance for staff to self-fulfil administrative tasks

**Planning/organising (10% of time)**

* Plan, prioritise and record workload, using a balanced amount of time on the most important or time-sensitive work – meeting agreed deadlines and demonstrate an efficient system of workload reporting
* Accurately organise and managing documents and document filing on shared spaces, ensuring confidential documents are protected (encrypting, archiving, scanning and e-filing)
* Assist with the organisation and implementation key events eg AGM, taking responsibility for agreed tasks leading up to the event and attending the event
* Keep individual and shared office space clean and tidy and clear of clutter
* Support the planning and organisation of departmental activities, engaging in team building exercises and collaborative ways of working
* Provide Business support to other Trust departments, keeping a log of work set out, progress status and history of objective completion

**Supplies and Contracts (50% of time)**

* Research and investigate innovative, new and sustainable providers in the UK market, seeking best value which also assist sustainability
* Enable innovative methods of procurement and service engagement, using stakeholder communications to develop value-added partnership alliances
* Take responsibility for enabling tracked changes for Policy updates, coordinating and archiving version history and enabling access for the relevant stakeholder audiences
* Monitor and maintain contracts for office supplies and equipment across all Trust locations, rationalising for best value
* Monitor, maintain and improve the telephony system, rolling out 3CX to all Trust locations in order to save money and increase efficiencies
* Rationalise numerous/ad hoc external agreements, collaborating with colleagues to rationalise best value agreements
* Enable all people responsible for first aid stations and first aiders to keep current stocks of appropriate equipment and supplies
* Manage the selection of first aid suppliers, and provide best value for the efficient delivery of first aid supplies for all first aid requirements and locations
* Support workstreams and output of other Business Support Officers, as and when required
* Be adaptable and flexible in the approach to work across the Business Support Team, trialling and testing new workstreams and developing new and innovative methods to deliver output required in relation to the changing needs of the Trust

**To undertake any other duties which are commensurate with the role**

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**PERSON SPECIFICATION**

**Specialist knowledge and experience:**

* Proven customer, business and service skills (both internal and external)
* Proven IT skills in Microsoft Word, Excel, Teams, Outlook and Sharepoint
* Extracting, analysing and reporting on information from data sources

**Essential skills and behaviours:**

**Team Working:**

* Make a positive contribution to the team, supporting line manager and colleagues
* Establish constructive and collaborative relationships with EWT colleagues
* Handle disagreements as they occur, seeking constructive solutions
* Understand the needs of both internal and external stakeholders

**Problem Solving and Analysis:**

* Make rational judgements to identify potential challenges and their consequences; use analytical thinking to generate workable solutions
* Own a level of numeracy sufficient to be able to check and reconcile statistics, financial information etc
* Ensure information is correct, complete and consistent, ensuring that conclusions drawn from the information are built on solid foundations – taking time to review and consider raw data before conclusions are drawn
* Follow the policies, procedures and guidelines of the Trust to make measured decisions.
* Seek continuous work improvements
* Research and use innovative and sustainable ways of working

**Professionalism:**

* Ensure high standards of reporting are achieved and fulfilment of business needs are evidenced.
* Ensure efficient, transparent and consistent approach.
* Show enthusiasm to broaden own experience, knowledge, skills and self-insight.
* Seek out feedback from colleagues and managers, taking the learning and development points on board and modifying own practice.

**Determination:**

* Demonstrate commitment to the organisation and task completion.
* Remain calm and self-controlled under pressure.
* Demonstrate a consistently strong bias for action and a desire to deliver.
* Keep track of own progress, completing work to deadlines or informing others when milestones are under threat

**Effective Communication**

* Communicate effectively, both verbally and in writing, adapting style to suit the audience.
* Use logical persuasion, backed by evidence to support own opinion or proposal
* Ensure changes or new practices are systematically bedded into the business at all levels

**Customer Focus:**

* Work hard to meet business needs and looks after stakeholder interests.
* Quickly build rapport and easily establish relationships with internal and external stakeholders.
* Inform and empower stakeholders
* Treat both internal and external users with honesty, integrity and discretion

**People Management**

* Supervise and motivate volunteers, providing clarity when delegating work

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**Special Conditions:**

* Some out-of-hours work may be required to cover or protect Trust resources
* Delivery of business services may require regular travel to EWT locations around the county
* An interest in working for a charity which is determined to protect wildlife for the future, and for the people of Essex
* A willingness to help support the AGM and key events - evening and/or weekend work will be expected

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**EWT rewards:**

* Salary reviewed bi-annually against the market with cost of living consideration annually
* Pension of 3% from you and 5% from EWT
* Annual leave starting at 25 days, rising by one day a year to a maximum of 28 days + bank holidays
* Employee Assistance Programme offering advice to staff and their families on a variety of topics and including counselling
* Sick pay increasing with length of service
* Maternity, paternity and adoption pay
* Staff days and staff social
* Merit award scheme (staff nomination of colleagues for awards)
* Regular performance development meetings
* 10-20% discount in EWT centres
* Professional and developmental training
* Role related professional membership paid
* Able to attend 2 wildlife courses per annum
* The satisfaction of making a difference through working for a conservation charity