08 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 Senior Business Support Officer at Essex Wildlife Trust.

This is a permanent position, working 37.5 hours a week, between Monday and Friday with some flexible working. The salary for this post is £24,500, rising to £25,000 after successful completion of probation. It is based at Abbotts Hall Farm with travel to other locations.

We are looking for someone who can develop, coordinate and resource the delivery of a new Business Support Team across the Trust, as well as assist the Business and Governance Manager in certain areas of asset protection, for example management of the insurance portfolio, negotiation of competitive tenders and development of governance protocols.

The post holder will have successful people support skills, resource coordination experience, including monitoring/management of budgets and strong organizing skills, especially around new process implementation and data control.

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 1 February 2021 at 5.00pm. Please title your application document with your full name.

Interviews will be held on online, on 8 February 2021.

For further information or an informal chat about the role please call Fiona Hearn 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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**Senior Business Support Officer (1.0 FTE)**

**JOB DESCRIPTION**

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**Job Title:** SeniorBusiness Support Officer

**Location:** Abbotts Hall Farm / EWT locations

**Reports to:** Business and Governance Manager

**Responsible for:** 2.8 FTEBusiness Support Officers and several volunteers

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**Financial Responsibilities:**

Directly responsible for specific parts of the Business Support expenditure and income budgets

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**Job Purpose:** Responsible for the efficient resourcing of the Business Support team and any volunteer support; providing effective delivery to internal stakeholders across all locations for the Trust. Seek continuous improvement of process and organisation of the team.  Line Manager for Business Support Officers. Work closely with Business and Governance Manager, representing them when relevant, acting as a key contact for workstreams of management of long term workstreams such as the insurance portfolio, subsidiary governance support, contract negotiation and data management. Act as a point of contact to advise and signpost for day-to-day internal liaison and queries.

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**Responsibility Areas**

**Service Delivery (30% of time)**

* Responsible for day-to-day resourcing of the Business Support team, ensuring relevant and prioritised workstreams are progressed efficiently and to pre-agreed timescales.
* Ensure high quality service delivery of major providers such as office printers, cleaners and refuse collection, delegating appropriate contract management to the team
* Support the Business Support Officers in agreeing workload priorities and the delegation of tasks in order to fulfil the teams goals
* Monitor and manage the Business Support budgets where necessary, keeping accurate records on the shared drive and providing concise budget commentary of budget lines where responsible
* Provide relevant reporting to update Business and Governance Manager on the status of the team
* Respond to a wide range of external and internal enquiries, in order that people are supported with in a way that positively promotes the Trust
* Pro-actively seek improvement processes within the team, streamlining tasking and increasing efficiencies in daily work
* Provide clear and concise internal procedures, updating records of process change and implementing agreed changes to improve team performance
* Keep transparent records on process change work and document improvement changes
* Keep information records up-to-date and pro-actively seek data changes in order to provide accurate information for users of systems
* Ensure the research of innovative and sustainable products and services have been sought with appropriate recording
* Provide regular Business Support functions for Trust’s staff (e.g. supplies procurement, room bookings, archiving, document management and other services
* Provide service support to staff within different departments such as Education, Business Development and Landscape Conservation – balancing the workload and collaborating with colleagues in order to meet the strategic aims of the Trust
* Ensure best value is defined across the Trust and the Business Support Team engage appropriately with suppliers and providers to deliver consistency of service
* Cover for gaps in the resourcing of the team to ensure continuous provision of internal service delivery
* Support the Business and Governance Manager in progressing the strategic theme of Enablement and Strategic Goal of Sustainability to meet the 5-year strategic goals
* Seek continuous improvements for the Trust. Work collaboratively with different teams and individuals in the implementation of innovative and sustainable ways of working
* Work at Nature Discovery Centres and different environments within the Trust to meet the Trusts charitable aims

**People and Communication (30% of time)**

* Work closely with all the Business Service Support team members, implementing well organised and fulfilling 121’s and regular communications, enabling each individual to fulfil their potential and empowering them to fulfil their job descriptions by providing regular support and feedback
* Develop a collaborative and united team, that uses effective, efficient and innovative ways of communicating in order to progress the workstreams of the team
* Managing conflict in a considered and way, following the policies, procedure and guidelines of the Trust
* Plan and coordinate regular Business Support meetings in order to offer excellent service internally and externally
* Provide friendly and helpful responses, face to face, over the phone and in writing to a very diverse range of internal and external customer enquiries, to positively promote the Trust and its work
* Ensure all Business Service Officers coordinate and record and share their work clearly and transparently
* Ensure the departments workload is balanced and recorded and shared with all members of the team
* Share information necessary to the efficient running of the department, including daily briefings to volunteers when appropriate
* Recruit, coach and support volunteers to enable the workload of the Business Support team to be shared and implemented in a structured and professional way
* Collaborate with all other departments and broker service support resource with colleagues and teams within the Trust
* Listen, respond and support the needs of other teams and managers, to help the Trust achieve its charitable and strategic aims

**Problem Solving/Innovation (20% of time)**

* Take ownership of the claims management process, working alongside the insurance broker and underwriter to ensure minimum impact to the insurance portfolio
* Improve insurance reporting and keep up-to-date recording on the shared platform
* Be familiar with the commercial insurance policy, ensuring key assets are covered to an appropriate level and enabling risk-mitigating protocols across the Trust
* Lead on a sustainable procurement process – updating priority policy documents and enabling the communication of important policy changes
* Pro-actively devise and implement improved processes to enable achievement of efficiencies to help with growing resource demands
* Devise and implement new ways to increase use of the Trust’s services and facilities to ensure budgeted income targets are achieved
* Resolve day to day resourcing of shared Business Support Officer tasking, to increase internal and external customer satisfaction and promote the Trust and its work and find a satisfactory solution in response to queries
* Coach Business Support Officers to live the Trusts values and seek continuous improvement in working practices
* Research innovative and sustainable solutions in collaboration with the Business Service Manager and other team colleagues
* Optimise the use of sustainable resources to obtain best value for the Trust and encourage other staff and volunteers to do the same

**Planning/organising (20% of time)**

* Alongside the Business and Governance Manager, develop a future-sensitive continuous annual plan for the Business Support team, in line with the 2020 -2025 5-year strategic plan, supporting the themes, goals and cross-cutting themes.
* Plan and prioritise own workload to achieve department objectives
* Support Goal Leaders and key staff in providing business support solutions
* Ensure assets, equipment and supplies are managed equitably across all Trust locations, optimising contractual terms and conditions and minimising any administration charges
* Provide business support to the Senior Leadership Team by brokering Business Support Officer resource
* Support the planning of the AGM, taking responsibility for budgets and negotiating best value terms for event delivery
* Keep individual and shared office space clean and tidy and clear of clutter

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

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**PERSON SPECIFICATION**

**Specialist knowledge and experience:**

* Proven commercial, business and customer service skills (both internal and external)
* Proven IT skills in Microsoft Office particularly Word, Excel and Outlook
* Extracting and editing information from data sources

**Essential skills and behaviours:**

**People Management:**

* Able to recruit, manage, develop and motivate the team of Business Support Officers and volunteers, providing clarity when delegating work
* Make a positive contribution to the team, supporting colleagues in their day-to-day work
* Establish constructive and collaborative relationships with immediate colleagues
* Handle disagreements as they occur, seeking a constructive solution
* Understand the needs of both internal and external stakeholders

**Problem Solving and Analysis:**

* Identify potential difficulties and their causes. Generate workable solutions and makes rational judgements
* A level of numeracy sufficient to be able to check and reconcile budgets, statistics, financial information etc.
* Ensure information is correct, complete and consistent, ensuring that conclusions drawn from the information are built on solid foundations
* Use previous experience, standard procedures and rational thinking to make decisions
* Seek continuous work improvements
* Research to seek innovative and sustainable ways of working

**Professionalism:**

* Support and represent the Business and Governance Manager and assist in the development and delivery of business and governance objectives
* Ensure consistently high levels are achieved and customer needs fulfilled
* Show enthusiasm to broaden own experience, knowledge, skills and self-insight
* Seek 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
* Able to 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 and reporting to collaborators

**Persuasive Communication**

* Ability to communicate effectively, both verbally and in writing, adapting style to suit the audience
* Uses logical persuasion, backed by evidence to support proposals and recommendations

**Customer Focus:**

* Work hard to meet business and stakeholder needs and protects relevant interests
* Quickly builds rapport and easily establishes relationships with key stakeholders
* Informs and empowers stakeholders, treating both internal and external service users with honesty, integrity and discretion

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**Special Conditions:**

* Some out-of-hours work may be required to cover or protect Trust resources and assets
* 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 business - evening and/or weekend work should 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