

ROLE DESCRIPTION & PERSON SPECIFICATION

Business Support Officer

BASE OF WORK

Brooke House

REPORTING TO

Wilder Ecology Manager

ROLE PURPOSE

Wilder Ecology is an ecological consultancy within SWT Trading Ltd, a subsidiary of Suffolk Wildlife Trust. One hundred per cent of profits are passed to Suffolk Wildlife Trust – an inspiring and impactful organisation with a compelling vision for our county: “A wilder Suffolk, where nature is thriving and abundant, because everyone is united in valuing nature and doing more to help”.

In the decade to 2030, we are committed to scaling up our activities across the county to bring nature back to Suffolk. Our aim is for 30% of the county to be connected and well managed for nature by 2030, enabling species and habitats to recover and thrive, and for one in four people to be actively helping to achieve this.

As the Business Support Officer for Wilder Ecology Consultancy, the post holder will support the team by ensuring efficient administrative and financial operations. This role provides essential support in managing contracts, tracking financial performance, and coordinating logistical and operational tasks. The post holder will contribute to the team’s growth and success, directly supporting Suffolk Wildlife Trust’s mission to create a Wilder Suffolk.

MAIN RESPONSIBILITIES

Every staff role has three key areas of focus, known as the “Power of 3”, to support our mission to bring nature back. Typically, you should expect to spend 80% of your time on these areas:

1) Administration support for the Wilder Ecology team

Support the day-to-day running of the consultancy by coordinating administrative and operational tasks. This includes ordering equipment, arranging servicing and repairs, tracking contract progress, managing enquiries, entering data, and maintaining accurate records such as health and safety, training, vehicle and ISO documentation. The post holder will also support tender submissions, assist with quotations, coordinate subcontractors, track time against contracts & assist with quality control for ecological reports.

2) Provide finance administration support for the consultancy

Working closely with the central finance team, taking ownership of the consultancy’s day-to-day financial administration & file management. This includes maintaining and updating contract records, monitoring actual spend against budget, collating and submitting expenses, tracking contract progress for invoicing, requesting sales invoices, chasing customer purchase orders and raising purchase orders for suppliers.

3) Support the profitability of the consultancy

Provide financial and contract-related analysis to support effective decision-making and improve profitability. This includes tracking contract costs, preparing profit and loss information & analysing contract and financial performance across the consultancy.

Use your skills and experience to contribute holistically to the Trust’s vision for a Wilder Suffolk.

PERSON SPECIFICATION

Essential

- A personal commitment to Suffolk Wildlife Trust's mission to bring nature back.
- General understanding of consultancy (ecology) work.
- GCSE A-C/9-4 Maths & English, or hold equivalent qualifications.
- Knowledge of tender processes.
- Experience of profit analysis and working with contracts.
- Understanding of profit & loss accounting, contract accounting, billing and purchase order processes.
- Experience working & maintaining budgets.
- Competent & proficient in Microsoft 365, including SharePoint and Teams.
- Strong organisational, interpersonal & communication skills.
- Excellent written communication skills, including a clear & professional writing style.
- Ability to manage time effectively, work independently and use initiative.
- A practical approach to problem-solving with good critical thinking skills.
- A professional, personable, and collaborative approach when working with colleagues, clients, and stakeholders.

Desirable

- Experience writing tenders.
- Experience with ISO.
- Hold an AAT qualification, or equivalent.

ADDITIONAL INFORMATION

- The role requires an interest in working for a charity that is determined to protect wildlife for the future and for the people of Suffolk.

OUR BELIEFS, VALUES & CULTURE

At Suffolk Wildlife Trust, our organisational culture matters. It helps us achieve more for wildlife and shapes how we work together every day. Your job description sets out what you'll do; what matters just as much is how you do it. We are a gutsy organisation - showing courage, determination & spirit - learning from experience and embracing new ideas. We are driven by our shared beliefs, organisational values and passion to achieve more for nature, and by supporting one another, staff & volunteers, to deliver our best.

Everything we do is anchored in our fundamental belief in the natural world: nature has value in its own right, we all share a responsibility for it and society thrives when nature thrives. Our values guide our decisions and how we operate: we show **tenacity** by leading by example and using our voice boldly for nature; we champion **inclusion** by valuing and respecting diverse voices and thinking; and we practise **pragmatism** by focusing on impact & choosing the methods, solutions and partnerships that best support nature's recovery. Our culture brings these beliefs and values to life: we are nature-led, collaborative and trusting; we are reflective and evidence-led & we always work safely and responsibly.

WILD ABOUT INCLUSION

We are committed to being an inclusive organisation where everyone is welcome. As a conservation charity, we recognise the value of diversity both in nature and in our staff & volunteers. Suffolk Wildlife Trust is an organisation where everyone feels respected, valued & empowered to contribute, so that together we can deliver our vision, mission & strategic goals for a wilder Suffolk.