

A red squirrel is perched on a weathered tree stump, facing right. Its bushy tail is raised and curved. The background is a soft-focus field of purple heather plants under a hazy sky.

ROLE PROFILE

**Facilities Manager –
Insurance and
Contractor Sourcing**

GROW WITH US



**WOODLAND
TRUST**



WOODLAND
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OUR VISION

We're creating a world where woods and trees thrive for people and nature.



RESTORE

We restore the ecological condition of existing native woods and trees, to increase resilience and create conditions for nature and people to thrive.



PROTECT

We protect ancient, veteran and valuable woods and trees, to stop the loss of irreplaceable habitat and carbon stores, preserving the UK's natural heritage.



CREATE

We create quality native woods and get native trees growing to benefit nature, climate and people into the future.



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OUR ORGANISATIONAL NATURE

Our Organisational Nature is at the heart of how we work together. It helps us understand what it means to be part of the Woodland Trust and empowers us to make an impact every day. Our people embody these ways of working, inspiring and enabling each of us to play a part in achieving our vision.

A greener, healthier future for our planet starts right here with you.



Grow Together

We are a team that grows together; made up of unique roles and expertise. We communicate effectively, forging partnerships inside and out, building understanding and trust, valuing differences and recognising each other.



Explore

We know exploration is important, it's how we come up with the best ideas. We won't always get it right but learn and share as we go. We are bold about who we are and encourage healthy challenge.



Focus

We create clarity and stay focused, ready to adapt when we need to. We are empowered to take the time to reflect so that we can develop and work smarter.



Make it Count

We need to create a lasting positive impact. We keep the big picture in mind, harnessing passion and inspiring others to connect with us as we aim to make a genuine difference.

OUR COMMITMENT TO DIVERSITY AND INCLUSION

Diversity and Inclusion Statement

At the Woodland Trust, we believe everyone deserves to have their lives enriched by woods and trees. We believe our organisational nature enables our workplace culture to be one of learning and exploration.

The Woodland Trust has an ongoing, strategic, Diversity and Inclusion Action Plan and Race Equity Action Plan. These outline the steps we are taking to explore opportunities that improve under-representation and support an inclusive and welcoming workplace for our staff and volunteers.

We are committed to continuously reviewing and improving our recruitment and career development processes with a focus on making these fair and inclusive for people from all backgrounds and with different identities.

JOB DESCRIPTION

Job Title: Facilities Manager – Insurance and Contractor Sourcing

Job Code: WT1087

Contract: Permanent, Full Time

Reports to: Head of Facilities

Department: People and Transformation

Team: Facilities

Line Management: No

WHAT YOU'LL DO

Job Purpose

Our People are at the heart of what we do and ensuring the safe, effective operation of the Trust's facilities is key to our success.

The Facilities Manager – Insurance and Contractor Sourcing manages the day-to-day flow of activity across the Trust's portfolio of insurances. The role provides appropriate governance, value for money, risk management and compliance. It manages key supplier relationships and commercial arrangements. The role will oversee procurement activity and ensure adequate insurance cover is maintained across the Trust's entire portfolio of facilities. This includes property, assets and related services. Ensuring effective financial protection, risk transfer and assurance against relevant organisational liabilities and operational risks.

WHAT YOU'LL DO

These are the core responsibilities only and the role may undertake additional tasks to support effective delivery.

Core Responsibilities

- **Facilities and workplace management** – work alongside colleagues to manage the impacts and roll out of capital works, in support of decarbonisation at the Trust's Grantham Office.
- **Supplier and contracts** – manage a selection of key contracts and suppliers (including insurance contracts). Conduct regular supplier performance reviews, to ensure contracts meet agreed terms, budget, compliance and value for money. Lead on the development and implementation of a programme of market testing. Ensure that the programme takes account of operational significance of service, contract, environmental and financial sustainability as well as current service risks
- **Compliance and legislation** – be responsible for all insurance arrangements to make sure they are compliant with relevant legislation, organisational policies and all regulatory requirements. Provide protection, risk management and assurance against identified risks and liabilities.
- **Health, safety and risk** - lead and oversee the implementation and ongoing management of appropriate insurance cover. Continue to develop, embed and test the Trust's Emergency Management Framework (EMF). Ensure appropriate procedures are in place to stand-up the EMF when required.

WHAT YOU'LL DO

- **Insurance and procurement** – lead and implement a programme of procurement activity for Facilities, insurance, fleet-related goods, services and capital works. Ensure robust decision making, value for money, quality, compliance and sustainability considerations are embedded throughout the procurement process. Assist in the development of specifications and the evaluation of quotes and tenders. Be responsible for the outcomes that align with the Trust's financial, environmental and strategic objectives.
- **Administration and customer service** - lead and oversee the maintenance of accurate records. Provide management information on contracts, procurement activity, insurance, expenditure, risks and supplier performance.
- **Continuous improvement** - continually review, develop and improve Facilities policies, procedures, and guidance. Provide processes, procedures and frameworks that reflect best practice and our values. Enable effective support, clarity, consistency, compliance and continuity of service across the organisation. This includes service level agreements for external, contractors and suppliers.
- **Asset and property protection** - ensure appropriate insurance and contractual arrangements are in place to protect all Trust buildings, equipment, vehicles and other assets.

WHAT YOU'LL DO

Collaboration and Stakeholder Management

- Build strong working relationships with key stakeholders, support horizon scanning, share insights and advice. Provide an understanding of changes in our liabilities, new business, assets or ways of working. Be responsible for our portfolio of insurances to facilitate alignment with organisational priorities, operational needs and strategic objectives.
- Provide coaching and process guidance to colleagues. Recognise the impact of timely, effective insurance claims management on organisational performance and success. This will enable our colleagues, service users, and stakeholders to operate effectively within a framework and support them to meet contractual requirements of our insurers.
- Develop and maintain effective relationships with external suppliers, contractors and service providers. To provide for value for money and sustainable supply chains in line with the Trust's needs.

WHAT YOU'LL DO

Leadership and Strategy

You are a leader at the Woodland Trust when you take responsibility for inspiring, mobilising and supporting other people to deliver on our strategic goals. We believe leadership is about how you show up in your role; meaning everyone at the Trust can show leadership regardless of whether you manage people or not. As you progress, your management and leadership responsibilities will build and expand. At this level, you will:

- Effectively lead and support people to set clear expectations, provide feedback, and hold regular, meaningful conversations that engage, inform and guide performance and growth.
- Foster a supportive environment that prioritises wellbeing and development
- Lead and coordinate activity to ensure effective collaboration and outcomes, applying people policies and processes consistently and fairly
- Continuously improve ways of working, systems and processes
- Lead by example, role modelling values and expected leadership behaviours
- Provide leadership across projects, partners and change initiatives by influencing others, driving clarity and enabling others to deliver
- Deliver strategy within own area of responsibility, ensuring work directly supports organisational priorities, standards and expected outcomes

WE WANT YOU TO:

Note to Candidates and Colleagues: These are the working competencies that you are required to demonstrate to be successful in this role.



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GROW TOGETHER

- **Explore and integrate diverse perspectives** – You value, recognise and seek out diversity of thought - knowing it leads to better decisions, stronger relationships and more meaningful outcomes.
- **Be a leader** – You inspire, mobilise and support others - our people, supporters, stakeholders and partners - to deliver on our strategic goals in line with our values.
- **Collaborate with purpose** – You work with others in a way that ensures decisions and actions result in clear and positive strategic outcomes and impact.
- **Build and maintain relationships** – You build trust through honesty, respect and consistency of value-aligned behaviour, taking responsibility for owning decisions and actions.
- **Communicate effectively** – You communicate clearly, openly and respectfully, adapting your approach to ensure information is shared in ways that support understanding, alignment and collaboration.

EXPLORE

- **Evolve and continuously improve** – You look for better ways of working, through learning and reflection, to improve and strengthen impact.
- **Encourage healthy challenge** – You express concerns, ideas and challenges constructively and respectfully. You empower open honest outcomes-led dialogue to improve how we deliver.
- **Reflect and learn** – You take responsibility for your growth, actively seeking opportunities to learn, reflect and improve.
- **Create meaningful change** – You support or lead changes that improve quality, efficiency, engagement or impact, helping others understand the purpose behind change and embedding improvements sustainably.
- **Curiosity and innovation** – You explore and share ideas, evidence and approaches that help us adapt, evolve and deliver greater impact.

FOCUS

- **Take effective decisions** – You make decisions that are timely, balanced and informed by context, evidence, experience and consultation. You take responsibility for the outcomes of those decisions.
- **Adaptability** – You are flexible, proactive and constructive when priorities or circumstances shift, adjusting your approach to support progress.
- **Quality of delivery** – You take ownership of commitments and outcomes, ensuring work is completed with accuracy and with a high attention to detail.
- **Supporter focus** – You understand and anticipate the needs of our supporters, delivering experiences that build trust and long-term relationships. You ensure every interaction reflects our values.
- **Plan & prioritise for impact** – You organise work and manage priorities effectively, focusing on clear strategic outcomes, while monitoring and evaluating for greatest impact.

MAKE IT COUNT

- **Deliver results sustainably** – You deliver high-quality, ethical and sustainable work considering people's wellbeing, and the long-term environmental and financial impact of your decisions and actions.
- **Inspire and influence** – You utilise insights, create engagement and build credibility, connecting and motivating people, deepening and growing the support to our cause.
- **Connect to the big picture** – You connect your work and the work of others to the achievement of the Trust's strategy and long-term vision.
- **Evidence and impact** – You utilise data, monitoring, evaluation and insight to inform decisions, measure outcomes and improve delivery.
- **Accountability and stewardship** – You work responsibly and ethically, in line with our policies, processes and values. You safeguard our people, resources, reputation and legacy.

PERSON SPECIFICATION

		Essential / Desirable (E/D)	Where
You'll have experience	managing a portfolio of insurances and claims management	E	Application/interview
	of procurement processes, routes to market and supplier selection	E	Application/interview
	managing contractors and suppliers; tendering processes, contracts, service level monitoring	E	Application/interview
	ensuring value for money, which includes sustainable procurement outcomes	E	Application/interview
	developing and implementing policies, procedures and guidance (including Emergency Management Frameworks or Business Continuity planning)	E	Application/interview
	using Microsoft Office including Word, Excel, Teams and Outlook and other Facilities based systems	E	Application/interview
	working within a similar function, with sound knowledge of health and safety legislation / procedures	E	Application/interview
You'll need to know	about methods used to manage business continuity arrangements	E	Application/interview

PERSON SPECIFICATION

			Essential / Desirable (E/D)	Where
You'll have a desire to	Grow together	Build and maintain relationships	E	Interview
	Explore	Evolve and continuously improve	E	Interview
	Focus	Take effective decisions	E	Interview
	Make it count	Accountability and stewardship	E	Interview
You'll be qualified in	Business continuity, insurance claims or CIPS or equivalent procurement qualification		D	Application/ certificate
You'll be subject to	Pre-employment checks; Right to Work and confirmation of employment history (3-years)		E	Pre-employment check/certificate