



**Suffolk**  
Wildlife Trust

# Organisation Support Manager

## Recruitment Pack



### **Lackford Lakes**

The visitor centre at Lackford Lakes is the Trust's 'gateway to nature' in West Suffolk

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# The opportunity

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This is a new role to support the CEO and the Trust's Board and Strategic Leadership team to manage the charity & enable our impact for nature.

As Organisation Support Manager you will work directly with the CEO, Strategic Leadership Team (SLT) and Trustees to support the administration and governance of the charity and liaise closely with our Operational Leadership Team (OLT) and other colleagues across the Trust.

You will bring exemplary administrative skills and a positive, proactive attitude to the role to ensure efficiency, compliance, best practice, and supportive internal communication to support our work for nature.

As this is a new role, you will have a unique opportunity to work with the CEO to shape it and maximise your positive impact for the charity.



## Could this be your next step?

This is an exciting career opportunity and the chance to make a real impact for nature

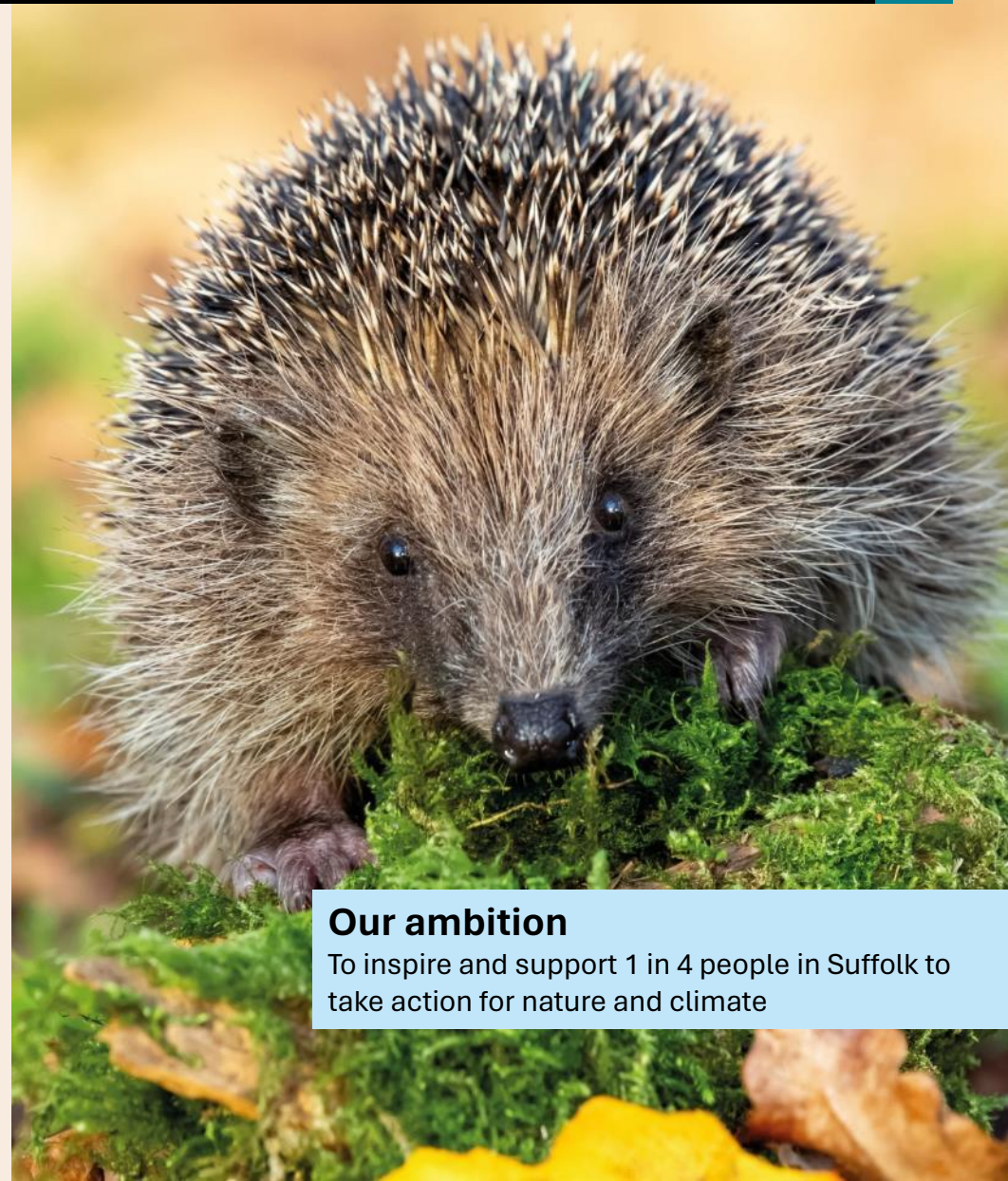
## Suffolk Wildlife Trust is the county's nature charity – protecting and restoring Suffolk's wildlife.

Since the Trust was founded in 1961, we have been leading conservation efforts in Suffolk and have safeguarded some of the county's most important wildlife areas as nature reserves.

As a grass-roots organisation, we aim to deliver our ambition to '**Bring nature back**' by inspiring people and empowering communities to care and to act for nature, as well as managing our 51 nature reserves and advocating for wildlife.

We are championing two collective targets in Suffolk that everyone in society can help to achieve, by 2030:

- To protect and restore 30% of Suffolk's land and sea for nature recovery
- To inspire and support 1 in 4 people in Suffolk to take action for nature and climate



### **Our ambition**

To inspire and support 1 in 4 people in Suffolk to take action for nature and climate

## Suffolk Wildlife Trust is an organisation that makes a difference.

We are a registered charity with a Board of Trustees, 100 members of staff, 1,300 volunteers and 28,000 members. The Trust is part of The Wildlife Trusts – a UK federation of 46 local Wildlife Trusts that together has a powerful collective voice with over 850,000 members and caring for more than 2,300 nature reserves.

We have five departments across the charity, each with a senior leader or ‘Head of’ responsible for a key area of activity and a team of Managers who bring operational leadership to their area of activity.



### **Our culture matters to us and enables us to achieve more for wildlife:**

Suffolk Wildlife Trust is a gutsy organisation that seeks to learn from experience and embraces new ideas.

We are driven by our shared passion for nature and support each other to be the best we can. We constantly strive to communicate and collaborate brilliantly, representing the Trust in a welcoming, professional and well-informed manner.

**Every staff role has three key areas of focus to support our mission to bring nature back.** Typically, you should expect to spend 80% of your time on these.

## 1. GOVERNANCE & BOARD ADMINISTRATION

### Board of Trustees

- Co-ordinate the annual schedule of the Board meetings, away days and committee meetings
- Provide efficient and thoughtful administrative support to the CEO & Chair in the production of Board agendas, reports, papers, presentations and minutes.
- Provide proactive administrative support to the Nominations Committee to drive the annual Trustee recruitment, appointment and induction cycle.
- Support the CEO in the organisation and management of the AGM including the formal election of Trustees by Members and the annual Members' Day.
- Ensure the external filing for the Trust, such as Companies House and Charities Commission is up to date.

### Policies

- Maintain the Trust's policy review and revision cycle to ensure our policy portfolio is kept up to date and accessible to staff and Trustees via SharePoint.
- Maintain the risk register and business recovery plan
- Ensure public-facing policies on the website are current.



## 2. HEALTH & SAFETY PROCESSES & RECORD KEEPING

To support you in this element of your role, you will be required to complete the online IOSH accredited *Managing Safety* training course during your first 3 months in post.

### Health & Safety systems management

- Support the SLT & OLT in making an organisational shift to a best practice, forward-looking proactively managed H&S system, rather than the current review-based approach.
- Manage the Health & Safety section of SharePoint to ensure policy, process and guidance documents are up to date and accessible to all staff.
- Work with Department Heads & Managers to support Health & Safety systems management and continued development for their area of activity, including creating and maintaining documents and maps.
- Take responsibility for maintaining organisational H&S documents including the Employee H&S&S Handbook.
- Participate in Wildlife Trust H&S forums & information sharing to support organisational learning & best practice.

### Internal compliance

- Work proactively with colleagues to review and support the implementation of our systems and processes



## 2. HEALTH & SAFETY PROCESSES & RECORD KEEPING cont

### Training & record keeping

- Take responsibility for maintaining digital H&S records on the Trust's HR database including training records, health checks and records of PPE.
- Co-ordinate online and ticketed H&S training, including annual assessments and refresher training.
- Support the onboarding of new staff, including capturing training records, recording PPE issued, workstation assessment, policy review and further training needs.

### Monitoring & reporting

- Review accident, near miss and incident reports and escalate to Heads of Department as appropriate for compliance or for organisational review and learning through Team meetings or the Health & Safety & Safeguarding Committee.
- Provide proactive administrative support to the Health & Safety & Safeguarding Committee to support effective Board oversight and management of risk.
- Maintain the Health & Safety & Safeguarding Committee's KPI dashboard to track trends and flag issues.
- Co-ordinate the annual Health & Safety & Safeguarding Committee report to the Board of Trustees.





## 3 – EXECUTIVE SUPPORT TO THE CHIEF EXECUTIVE

### Day to day administrative support

- Provide a professional and proactive administrative service to the CEO to include but not limited to:
- Diary management
- Meeting organisation and minute taking
- Drafting and preparation of documents and presentations
- Event planning
- Travel arrangements

### Strategic Leadership Team (SLT)

- Co-ordinate the annual schedule of SLT meetings and away days
- Support the CEO and SLT in the production of agendas, reports, papers, presentations and minutes.

### Monitoring & reporting

- Co-ordinate internal strategy monitoring & annual survey responses

### Support wider organisational growth through effective systems management

- Use your experience and skills to support the CEO, SLT and OLT in improving the effectiveness & efficiency of the charity's processes and systems.



## HOW WE WORK

**Our culture matters to us and enables us to achieve more for wildlife.**

Your role description explains the core purpose of your role. What is equally important is how you do it:

Suffolk Wildlife Trust is a gutsy organisation that seeks to learn from experience and embraces new ideas.

We are driven by our shared passion for nature and support each other to be the best we can.

We constantly strive to communicate and collaborate brilliantly, representing the Trust in a friendly, professional and well-informed manner.

## SUPPORTING COLLEAGUES

This is a cross-team role, providing support to colleagues through the systems and processes you manage, and your can-do attitude and approach.



**Our culture fosters leadership**

We strive to empower our teams with a 'freedom within a framework' approach

# The skills we need you to bring

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A personal commitment to Suffolk Wildlife Trust's mission to bring nature back	✓
Excellent written skills, with experience of producing papers, reports & presentations - with an eye for design and relentless attention to detail	✓
Excellent IT skills, including Microsoft 365 suite and CRM systems	✓
Supremely organised with a flair for making life simpler for everyone through effective systems and process management	✓
Experience of running systems, of leading improvements and of starting from scratch	✓
A relationship builder who is motivated and excited by supporting busy teams and enabling colleagues to work efficiently and effectively	✓
A positive, adaptable, can-do approach	✓
A strong sense of responsibility & personal motivation	✓
Able to maintain confidentiality & professionalism	✓
A supportive and approachable colleague with a high degree of personal integrity	✓

# And in return...

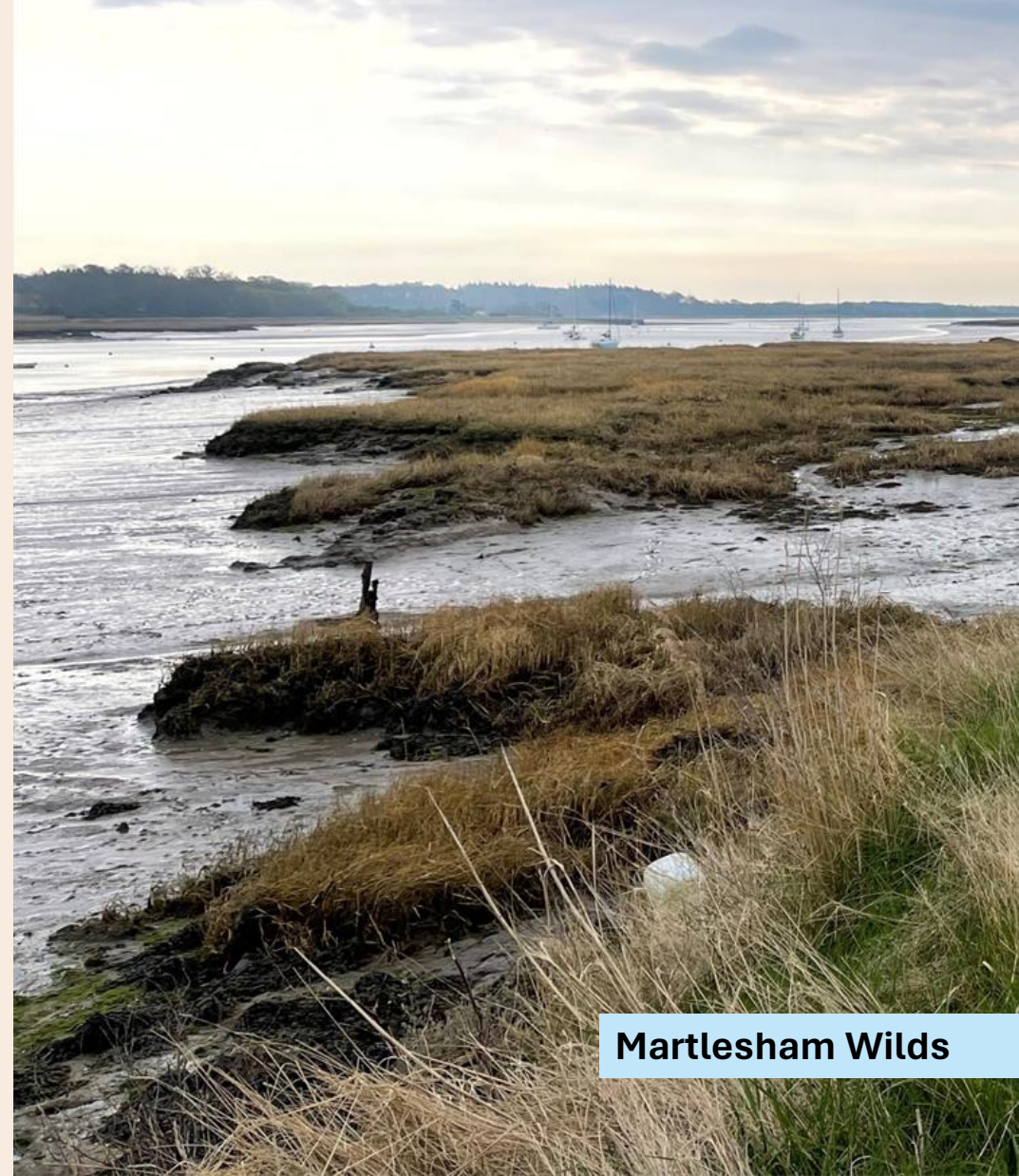
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**This role is based at our Brooke House office in Ashbocking. Regular travel across Suffolk and beyond will be integral to the delivery of this role and a full driving licence is an essential requirement.**

This is a permanent role with a standard 37.5 hour Monday to Friday week. Some weekend & evening activities will be necessary to fulfil the role.

**Salary £31,000 - £33,300pa dependent on experience**

- 9% pension contribution with no mandatory employee contribution
- 33 days annual leave including bank holidays, increasing to 38 over your first five years
- Bonus day off for your birthday
- Dedicated 24-hour Employee Assistance Programme for you and your household
- Free life insurance to give you a little reassurance
- Free online access to a private GP for you and your household
- Discounts in high street retail outlets
- 10% staff discount in our cafes and shops
- Joining a passionate organisation dedicated to improving our natural world
- Working across some of the most beautiful locations in the county



**Martlesham Wilds**

If you're excited by the opportunity, tell us why we need you on our team.

To apply, please send us your **CV along with a covering letter** (max 3 sides A4) addressing the following four points:

1. **Why you?** Tell us about the personal qualities and experience you would bring to the role.
2. **Why this role?** Please tell us about three organisational systems or processes you are responsible for and your role in developing and improving them.
3. **Tell us about your technical skills.** We are interested to know about your experience with Microsoft 365 including PowerPoint, CRM systems, proofreading etc that would equip you for the role.
4. **Why Suffolk Wildlife Trust?** Why would we be your chosen career move?

This role reports directly to our CEO, Christine Luxton. If you would like an informal chat about the role, please email: [christine.luxton@suffolkwildlifetrust.org](mailto:christine.luxton@suffolkwildlifetrust.org)



# How to apply

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## CLOSING DATE FOR APPLICATIONS:

9am on Monday 24<sup>th</sup> June

## SEND YOUR APPLICATION TO:

[recruitment@suffolkwildlifetrust.org](mailto:recruitment@suffolkwildlifetrust.org)

Please use the subject line 'Application for Organisation Support Manager'

## INTERVIEWS WILL BE ON:

Wednesday 3<sup>rd</sup> July  
at Brooke House, Ashbocking.

Please indicate your availability with your application.

Thank you for your interest in bringing your talents and skills to Suffolk Wildlife Trust – we look forward to meeting you.



Carlton Marshes



**Suffolk  
Wildlife Trust**



**Together, we can create a  
wilder Suffolk for everyone**