

## Job Description and Person Specification

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Deadline for applications 17:00 on Wednesday 13 July 2022

## 1 Purpose of the role of the Operations Manager

The key purpose of this role is to assist the CEO in the smooth running of the operational functions of the Trust and managing Head Office operations in terms of general business and administrative functions, including routine HR tasks and Health and Safety administration.

Please read all of the pack information that follows. If you are interested in this position, further information on timing and the application process is found at the end of this job pack.

## 2 Background to Vincent Wildlife Trust

VWT is a specialist mammal research and conservation charity working on threatened carnivores and rare bats. We are a science-led organisation, developing evidence-based conservation interventions to address issues affecting our priority species and then delivering those interventions through practical on-the-ground conservation projects. We work closely with universities, co-funding and supervising PhD projects, and with partner NGOs, where synergies in our aims allow us to deliver over and above what we could achieve on our own.

Our Head Office is near Ledbury in Herefordshire where ten of our team are based. The rest work from home offices, including two in the Republic of Ireland. Although most of our work is focused in Britain and Ireland, we have a broader European remit and a particular interest in threatened mammal populations in eastern Europe.

VWT has a financially secure base derived from a substantial endowment from our late founder, Vincent Weir. Funding from our investments is supplemented through grants, donations and specialist contract work that we undertake for government bodies and NGOs.

VWT has strong governance and leadership and a clear direction to increase the impact and geographical scope of its operations through its 2020-30 Ten Year Strategy.

More information is available on our website [www.vwt.org.uk](http://www.vwt.org.uk)

### 3 Job Description

**Grade/Starting Salary** Grade 4 (starting salary £31,000 per annum)

**Location of Job** VWT's Head Office at Bronsil, Eastnor

**Responsible to** VWT's CEO

**Job Purpose** To assist the CEO in the smooth running of the operational functions of the Trust and managing Head Office operations in terms of general business and administrative functions, including routine HR tasks and Health and Safety administration.

#### Main Duties

##### 1 HR

- To provide support to the CEO and other line managers as required in the recruitment, retention and departure of staff from the organisation.
- This includes preparation of job paperwork, managing job listings and advertisement in conjunction with Communications staff, managing interviews, reference requests and ensuring a comprehensive induction programme is in place and delivered to ensure a smooth recruitment of new staff members into the organisation.
- In consultation with VWT's HR provider, support line managers in resolution of HR and staffing issues. Be aware of changes in good HR practice, briefing CEO and Senior Management Team of any resulting suggested changes in VWT practice and overseeing implementation.
- Direct VWT's HR provider to ensure the staff Employee Handbook is kept up to date.
- Manage annual leave bookings, sick leave reporting and oversee completion and distribution of staff movements sheet.
- Ensure staff contracts of employment are up to date and reflect current employment legislation in the relevant countries, in consultation with VWT's HR provider.
- Support twice-yearly appraisal process and salary increases as appropriate.
- Ensure HR records are kept up to date and retained securely as detailed in the data retention policy.

##### 2 General office management and administration

- Line management of the Administration Assistant
- IT support in conjunction with VWT's IT provider; day-to-day liaison with our landlord regarding repairs, servicing and maintenance; routine housekeeping tasks including dealing with cleaners and waste management providers; ensuring equipment is in a good state of repair, ensuring sufficient stocks of stationery and other office supplies; and dealing with utility providers.
- Managing areas of the Trust's infrastructure as directed by the CEO, including overseeing the lease agreements on VWT office premises.
- Support CEO in managing VWT's risk - including maintenance of a risk register and disaster recovery planning.
- Manage the Trust's fleet of pool and company vehicles.
- Ensure VWT data is effectively secured, stored, managed and protected from cyber threats and the Trust and its staff are GDPR compliant in all areas of the Trust's business.

**3 H&S** - Ensuring H&S processes are in place to comply with H&S legislation and keep the CEO and Trustees informed of any major issues that may affect the safe operation of the Trust.

- This includes providing quarterly reports to the CEO ahead of Board meetings and updating the H&S Policy annually, for Board approval.
- Ensure the H&S Manual is updated as required and the H&S Audit is completed each year.
- Ensure the Lone Working policy is always followed.
- Attend regular H&S meetings and follow up on H&S issues and near misses, reporting to the senior management team and board, as required.
- Ensure required H&S training and certification is kept up to date.
- Act as Fire Officer and H&S Officer in conjunction with the Head of Conservation in relation to fieldwork H&S.

### Other Duties

- Develop a plan to implement a CRM system to support HR, volunteering, Trustee and partnership activity within the Trust - and oversee recruitment of a provider and delivery of the system through to implementation.
- Complete budget forecasting and planning as required.
- Check and authorise VWT payments via online banking.
- Where appropriate, manage responses to fundraising campaigns, ensuring appropriate responses to donors.
- Deliver administrative/PA support to the Chief Executive if required.
- Provide meetings and events support in conjunction with the Administration Assistant. Minute quarterly staff meetings and distribute to staff.
- Update policies that relate to the Operations Manager's area of responsibility according to required review dates and with the correct approvals.
- Support intern placements - typically up to three per year.

### General

- To attend training courses that further the Trust's and personal development needs.
- To be familiar with and abide by the Trust's policies and procedures.
- Present a friendly and a professional personal manner.
- Carry out other duties commensurate to the role as required by the Trust.
- Always keep Health and Safety matters as the overriding determinant and in all circumstances.

## 4 Training and Development

As part of its commitment to investing in its people, VWT trains and supports its staff in the delivery of their duties. Advice will be given in drawing up a personal development plan and all suggestions considered according to resources available and the overriding priorities of the Trust.

## 5 Outline Conditions

This post is full time - 40 hours per week. Our normal office hours are 9am to 5.30pm with appropriate breaks. Flexible working is permissible in agreement with the line manager. Business travel and overnight stays will be required at times, for which travel and subsistence expenses will apply according to the Trust's current policy.

All staff are required to work within the policies and procedures of the Trust, to work harmoniously with each other and to provide appropriate assistance and advice to colleagues when desirable for the effective undertaking of their respective responsibilities, and to undertake other duties appropriate to the post as delegated by their line manager.

A willingness to be flexible about working arrangements and to provide occasional cover for absent staff is desirable in order to maintain organisational effectiveness.

### Benefits Package

VWT offers a qualifying workplace pension scheme with Aviva, which the post holder may request to be enrolled in from day one, though employer contributions would not be payable until a three-month probationary period is complete. An enhanced workplace pension scheme, also with Aviva, is available and matches personal contributions of 4% of staff salaries with an additional employer contribution of 7% after a qualifying period of three months.

VWT also provides life assurance after one year's service. The post holder is entitled to 25 days' paid leave per year, pro rata, in addition to public holidays, also pro rata.

### Value Statement

The Trust expects its staff to carry out their duties in a way which consistently exceeds the regulations and expectations of society at large in matters legal, ethical and environmental. Our aim is to ensure all resources are utilised effectively and efficiently. You will be expected to apply sound value for money principles in undertaking purchasing or supply of goods and services. The Trust will ensure that its staff receive appropriate training and development based on a documented personal annual appraisal.

## 6 Ideal Candidate Profile

### Qualifications

- Educated to degree level or have relevant management experience
- CIPD Diploma qualification (desirable) or equivalent HR work experience

### Experience and Skills Essential

- Two years' experience in an operations management role
- Knowledge of good HR and H&S practices
- Experience of overseeing business IT and telecommunications provision and infrastructure implementation
- Well organised, and able to manage and prioritise workloads in rapidly changing situations
- Strong IT skills, including use of Microsoft 365 applications and server-based filing systems
- Ability to manage third party suppliers effectively, ensuring good service and value for the Trust
- Good levels of numeracy and literacy with excellent problem-solving skills
- Excellent communication skills
- Full UK Driving licence

### Experience and Skills Desirable

- Fleet management experience
- Experience of working in a charity or not-for-profit organisation
- Interest in wildlife conservation

### Personal Qualities

- Integrity and discretion
- An approachable manner
- Enthusiastic and self-motivated, with initiative and drive
- A positive 'can do' attitude and a professional, flexible approach
- Well-organised with good attention to detail
- Calm and consistent approach to work.
- Committed to self-development, keeping relevant skills and knowledge up to date

## 7 Applying for this post

If you feel you meet the job specification and job requirements, you are welcome to apply. Applications must be made using the application form provided. We are happy to receive additional information, for example a CV, but the application form must be completed thoroughly and not include 'Refer to CV' as the only answer in the question boxes.

**Deadline for applications is 17:00 on Wednesday 13 July 2022**

by email to [helenhenderson@vwt.org.uk](mailto:helenhenderson@vwt.org.uk) or by post to:

**Vincent Wildlife Trust, 3-4 Bronsil Courtyard, Eastnor, Ledbury, HR8 1EP**

Interviews are planned for **18 July 2022** and will be held in person at our Bronsil office (or via video conferencing if required). Full details will be confirmed ahead of the interview date. If you do not hear from us by 15 July 2022, please assume that you have not been successful on this occasion. We do not send out rejection letters and do not have the resources to provide feedback for unsuccessful applicants.