



Somerset
Wildlife Trust



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Wildlife Trust
Consultancy



Wilder Somerset

2030



More space for nature where wildlife thrives
with more people on nature's side



Job description:
Governance & Business Administrator

About Somerset Wildlife Trust

Somerset Wildlife Trust is a local independent charity and the only organisation uniquely focused on improving the natural environment of Somerset for the benefit of wildlife and people. We champion Somerset's stunning, diverse, and important natural environment, making the case for nature to the public and politicians. We protect wildlife and lead the recovery of the environment by example, including on our nature reserves.

Somerset Wildlife Trust is one of 46 Wildlife Trusts across Britain which together with the *Royal Society of Wildlife Trusts* collectively form *The Wildlife Trusts*. We are the biggest charity movement in the UK working solely for nature and we believe that restoring nature on a landscape scale is essential for tackling climate change and biodiversity loss.

The climate and ecological crises require comprehensive, ambitious solutions and urgent action across all sections of society. The crises are also inexorably linked so it is vital that our new strategy, ['Wilder Somerset 2030'](#) is delivered with both at its core. We recognise that people are part of the solution, and everyone has a role to play in restoring nature and averting the worst of the climate change. Research suggests that if 1 in 4 people in society take action then social tipping points can be achieved and widespread positive change can happen. This underpins one of our key strategic goals and Team Wilder is our delivery approach to inspiring and empowering others to help nature recover.

Our New Vision

To deliver a Somerset wide nature recovery network creating more space for wildlife, benefiting everyone, and playing its part in helping us reverse biodiversity loss and tackle the climate crisis.

Our New Mission

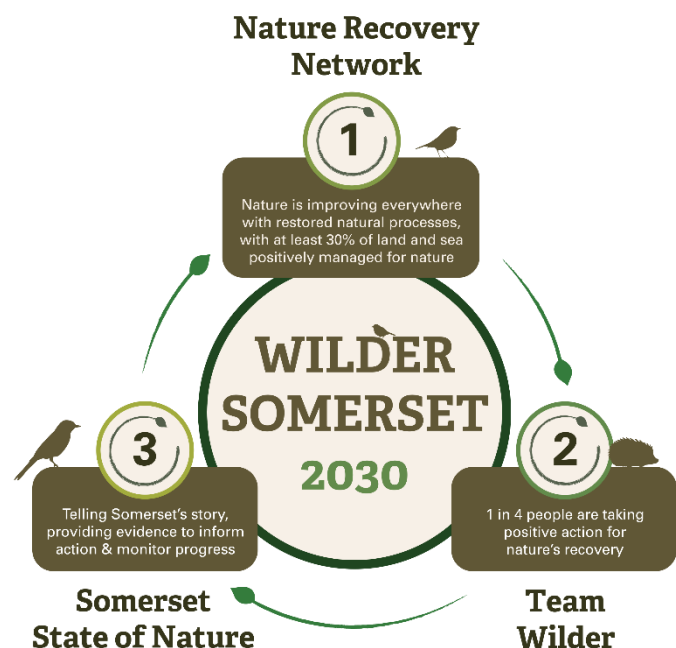
To champion the change needed to rebalance our relationship with wildlife and the natural world.

Our Goals for 2030:

To ensure that nature is improving across the county, supported by restored natural processes, and is connected and protected through a Nature Recovery Network, with at least 30% of land and sea managed positively for nature.

For nature to be valued and protected by everyone, building a movement with at least 1 in 4 people taking action for nature's recovery across Somerset.

By 2030 to tell the story of nature's recovery in Somerset through a shared, live online State of Nature tool that monitors progress and informs action.



About the post

The team at Somerset Wildlife Trust has evolved greatly over the last few years and with the launch of their 10-year strategy has seen a significant increase in the size and complexity of the team of colleagues employed within it. The Trust is developing a more integrated way of working across the whole Trust enabling things to be done differently whilst delivering on the strategy, sharing of the mission and getting people acting for nature.

The Trusts requires a talented Administrator to join the busy People, Culture & Resources Team. This is a key post within the Trust communicating with key stakeholders and Teams. This is a fantastic opportunity for career development, joining a team of passionate people committed to working together to achieve more for nature in the beautiful county of Somerset.

Job Title	Governance & Business Administrator
Grade	Staff Level 3
Reports To	Head of People Culture & Resources
Team	People, Culture & Resources Team
Job Purpose	<p>Every member of staff has a direct role to play in delivering the Trusts Wilder Somerset 2030 strategy to restore nature.</p> <p>This is a senior level administration role in a busy team that provides essential organisational support to all staff, trustees, and visitors of Somerset Wildlife Trust.</p> <p>With a qualification in Business Administration, the role will be able to manage and administrate all aspects of governance supporting the Trust Council, and act as the main administrative point of contact for the Trust Council.</p> <p>As Administrator to the PCR team, the role will use office management systems to support the team with administrative tasks such as customer service, keeping a complaints log, carrying out first aid checks and keeping up to date administration records.</p> <p>The Governance and Business Administrator will organise meetings and events for Trustees, Committees and Staff. For the wider organisation of SWT will act as a point of liaison with external stakeholders including members of the public and Trustees.</p>
Position	This position is permanent on completion of a 6-month probationary period. 37.5hrs per week. Based at our Taunton office with opportunities for home working.
Working Relationships	<p>Internal: CEO, Directors, All staff, Trustees, Non-Executive Directors</p> <p>External: SWT members, the public, suppliers and contacts from other Trusts', specialist advice services, consultants, volunteers</p>
Benefits of working for Somerset Wildlife Trust	<p>We offer some fantastic benefits including:</p> <ul style="list-style-type: none"> • 7% employer pension contribution • Life insurance

	<ul style="list-style-type: none"> • Flexible and agile working • Wellbeing support – Employee Assistance Program • Diversity networks through RSWT/TWT • Paid volunteer days • Continuous Professional Development opportunities • 33 days of holiday (25 + bank holidays) • Staff social calendar and events <p>The opportunity to make a real and positive difference to nature, communities, and the climate</p>
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Job Description – Key Responsibilities and Tasks

As a Senior, Governance and Business Administrator working in the People Culture and Resources Team the role will provide senior administrative support to fulfil the operational needs of the organisation, PCR team and Trust Council.

The role will provide effective governance organising and facilitating Trust Council and committee meetings. Responsibilities will include scheduling meetings, preparing agendas, and taking minutes for board and committee meetings. The Senior Governance and Business Administrator will be maintaining records, advising on governance procedures and liaising with stakeholders.

As Business Administrator within the PCR Team, the role will provide office support, answering telephone calls, emails, handling correspondence and maintaining records. The role will develop and maintain relationships with Trustees, external contacts and other stakeholders. Also, the role will implement techniques and processes to enhance productivity and efficiency.

Responsibility 1: Lead on providing expertise on a comprehensive governance service

1. Acting as secretary to the Trusts Council, sub committees and Sales Board
2. Providing logistical and administrative support to the CEO, Directors, Chair and Trustees.
3. Supporting the chair to set dates of council meetings, produce Council agendas in liaison with the CEO, Chair & Committee Chairs and ensuring accurate minutes are taken, approved, and circulated in a timely manner.
4. Working autonomously maintaining the governance archive for Council and overseeing full governance archive on SharePoint.
5. Maintaining live files and records at Companies House.
6. Acting as secretary to the Nominations Committee including maintaining the register of trustee and honorary officer terms of office and managing the process of nominating, recruiting and inducting Trustees.
7. Assisting with the production of high-quality papers and presentation materials and developing solutions to complex issues.
8. Fixing dates, orchestrate agendas, papers and minutes for Council meetings and carry out chasing actions as required using your excellent communication and negotiation skills.
9. Organising and facilitating Trustee inductions.
10. Regular and structured reviewing of governance documents, policies, processes, and terms of reference, keeping abreast of developments in governance legislation & best practice.
11. Maintaining and updating the SWT Governance Handbook and ensuring legal compliance.

Responsibility 2: Provide a comprehensive administrative and clerical support to the People, Culture and Resources Team to support the smooth running of the office.

1. Overseeing the PCR team administrative support functions.

2. Handling communications: Greeting clients, answering incoming calls, replying to emails and dealing with both incoming and outgoing post.
3. Organising schedules: Scheduling meetings, appointments and events, and organising any necessary materials for them.
4. Maintaining office equipment: Operating and maintaining equipment such as photocopier and franking machine.
5. Supporting staff: providing administrative support to colleagues with occasional administrative work on PCR projects.
6. Keeping track of inventory and ordering office supplies such as first aid equipment, coffee and tea and other items.
7. Using spreadsheets for budget evidencing and monitoring purposes – (credit card transactions & Amazon purchasing).

Responsibility 3: Utilising your strong commitment to customer service, provide a first-class customer service for the organisation and its stakeholders, ensuring that every customer is completely satisfied with their customer experience

1. Ensuring that all telephone, face to face and written enquiries are responded to promptly and dealt with in an efficient manner.
2. Answering customer queries, responding to questions from incoming correspondence.
3. Resolving complaints by liaising with relevant teams to ensure customer satisfaction and ensure regular contact with both internal colleagues and external stakeholders.
4. Keeping accurate records of customer interactions including a complaints log.
5. Providing information to stakeholders to answer questions and queries.
6. Escalating issues referring any complex issues to Heads or Team managers when necessary.

General

- The job holder is required to follow and comply with all policies and procedures of Somerset Wildlife Trust which includes our health and safety and safeguarding procedures, ensuring the personal safety of all staff, volunteers, young people and vulnerable adults involved in the project.
- To carry out other duties relevant to your post as reasonably required by your line manager.
- To reflect the Somerset Wildlife Trust Values all areas of work.
- To work collaboratively with other Wildlife Trusts to share learning and achieve greater impact collectively.
- Somerset Wildlife Trust is committed to creating a more digital culture across the organisation. We aim to become more collaborative, agile and efficient through the use of digital technology. A basic level of digital skills is expected of all staff with the opportunity to improve these skills with career progression.
- Somerset Wildlife Trust has an Equality, Diversity and Inclusion Plan and is committed to continuing to improve the equality, diversity and inclusion of every aspect of our work; we know we need to engage with everyone to live our Values and achieve our goals. We welcome applications from everyone and are happy to discuss any accommodations or arrangements that would make the recruitment process better for you, and the working environment should you be employed.



PERSON SPECIFICATION

To succeed in this role, you will need to demonstrate:

	<i>Essentials</i>	<i>Desirables</i>
Qualifications	<p>A qualification NVQ L2 or above and/or proven work experience in Business Administration and/ or Governance administration.</p> <p>Full driving license and able to use own vehicle for work when necessary.</p>	<p>NVQ L 5 in Business Administration</p> <p>Advanced expertise in charity governance</p>
Experience/Knowledge	<p>At least 2 years' experience in business administration/office management, some of which will have involved providing administrative support at a senior level.</p> <p>Proven experience of interpreting data & information and coordinating complex reports & presentations.</p> <p>Proficient in IT packages including word processing, e-mail, presentation packages, databases, and electronic calendars.</p> <p>Public facing experience delivering commitment to excellent customer service</p> <p>Good project management skills delivering objectives, operating within budget, and agreed timescales.</p>	<p>Experience of working in the charity sector & funded projects</p> <p>Experience of governance administration within a charity setting.</p> <p>Budget management</p> <p>Working knowledge of current EDI (Equality, Diversity, and Inclusion) legislation</p>
Skills	<p>Excellent office systems and IT skills with a high degree of digital applications knowledge such as using SharePoint.</p> <p>Ability to work across teams with excellent communication skills, both written and verbal.</p> <p>Effective negotiator and problem solver, able to work under own initiative and self-direction.</p> <p>Attention to detail, process driven & record of accomplishment of high-quality delivery.</p>	<p>Strategic and creative thinker</p> <p>Ability to turn ideas into reality.</p>
Attributes	<p>Self-motivated, solution focused – a can-do attitude.</p> <p>Flexibility to work on a variety of projects responding to changing priorities/tight deadlines</p> <p>Excellent communication and negotiation skills. Adaptable, calm, and resilient under pressure. Confident but with tact & diplomacy</p>	



SOMERSET WILDLIFE



TRUST'S WORKING VALUES AND EXPECTATIONS

Developing Somerset Wildlife Trust

To deliver our Wilder Somerset 2030 plan we, Somerset Wildlife Trust, will need to build our charity, be clear about our priorities and ensure our own actions support our aims. We have a new set of Values that will inform all our decision-making and actions to bring about nature's recovery across Somerset.

- We are passionate about nature.
- We believe everyone can contribute to nature's recovery.
- We love Somerset - it's amazing wildlife and its communities.
- We are confident and brave in standing up for nature.
- We encourage innovative thinking and action for nature's recovery.

To deliver our strategy we will:

- Support, inspire and enable others to act while leading by example.
- Develop a Climate and Environment Strategy that delivers on our own environmental commitments within the Trust covering all areas of our operation and land use including procurement, utilities, facilities, and transport to achieve carbon neutrality by 2030.
- Use our resources efficiently and effectively, harnessing the diversity, talent and commitment of our staff and supporters.
- Expand our supporter base and sources of income, including through embracing new opportunities to generate income streams that are compatible with our strategic goals and maintain financial stability.
- Embrace new ways to grow our impact and reach, with a particular focus on expanding our digital knowledge and experience.

