



**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:
SWTC Contract Coordinator
(Business Administrator)

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

Somerset Wildlife Trust is one of 46 Wildlife Trusts, and one of 25 Wildlife Trust Consultancies across Britain which together with the *Royal Society of Wildlife Trusts* collectively form *The Wildlife Trusts*. We are the biggest 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

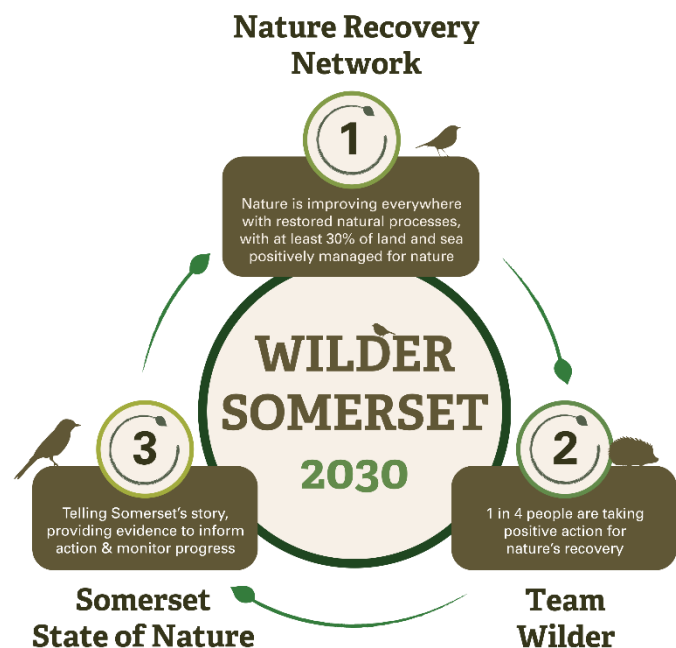
To champion the change needed to rebalance our relationship with wildlife and the natural world.

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

We are seeking a detail-oriented and commercially driven individual to join our team, focusing on financial management and client relations. In this role, you will be responsible for identifying new business leads and quoting opportunities, as well as taking the lead in the preparation, submission, and recording of all quotes for the SWTC team. You will manage the invoicing process, ensuring that all works completed by the team are accurately billed and that outstanding debts are paid in a timely manner.

Additionally, you will help to drive business growth by managing marketing efforts, promoting services on social media and keeping the SWTC website up-to-date. You will also play an important role in maintaining organizational accreditations, equipment maintenance, health and safety, and recruitment and onboarding of new team members.

This is a critical, client-focused role for someone who thrives in a fast-paced environment, is highly organized, and has strong attention to detail. If you have a background in commercial consultancy, excellent customer service skills, and a proactive approach to managing financial processes, we would love to hear from you.

Job Title	SWTC Contract Coordinator (Business Administrator)
Grade	Staff Level 3
Reports To	Consultancy Manager
Team	Somerset Wildlife Trust Consultancy
Responsible for	Contract administration and business support to ensure key functions are carried out in a timely and professional manner.
Job Purpose	The position involves taking responsibility for a variety of business-critical processes and ensuring the effective functioning of technical operations through the completion of financial, marketing, asset and human resource related tasks.
Position	Permanent, full-time (37.5hrs per week).
Location	Callow Rock Offices, Shipham Road, Cheddar, Somerset, BS27 3DQ / home working
Working Relationships	Internal: All staff and trustees External: Clients, suppliers and contractors
Benefits of working for Somerset Wildlife Trust	We offer some fantastic benefits including: <ul style="list-style-type: none">• 7% employer pension contribution• Life insurance• An annual professional institution subscription if applicable• Flexible and agile working• Wellbeing support – EAP, wellbeing champions• Diversity networks through RSWT/TWT• Paid volunteer days• Continuous Professional Development opportunities• 33 days of holiday (25 + bank holidays)• Staff social calendar and events

	The opportunity to make a real and positive difference to nature, communities and the climate
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Job Description – Key Responsibilities and Tasks

Responsibility 1: Finance

- Identifying new business leads and quoting opportunities for the SWTC Team.
- Being responsible for the preparation, submission and recording of quotes.
- Managing feedback from clients in a constructive way and keeping management informed.
- Managing and issuing invoices for works completed by all members of the SWTC Team.
- Chasing outstanding debt to encourage payment in a timely manner and delivering regular financial reporting and documentation.

Responsibility 2: Marketing and Client Relationships

- Informing clients about SWTC's services by posting via social media platforms, including X and LinkedIn.
- Being responsible for the maintenance and updating of the SWTC website ensuring relevant content is shared in a timely fashion.
- Contributing to business development and client relations by communicating with clients to build strong and ongoing positive relationships.
- Sourcing promotional equipment and materials including branded uniforms, branded vehicles, hard-copy leaflets, and business cards.

Responsibility 3: Asset and Human Resource Management

- Maintaining the accreditations and subscriptions (e.g., ISO 9001, 14001, 45001, CIEEM, AA, WTC) for all team members.
- Ensuring all equipment purchased is recorded and undergoes timely maintenance.
- Managing health and safety issues in line with good practice and Trust procedures.
- Ensuring the Trust's Health and Safety policies and procedures are effectively implemented by all the members of the Team.
- Assisting with the recruitment process by liaising with Managers and preparing documentation. Ensuring the smooth onboarding and induction of new members of the team.

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.
- To carry out other duties relevant to your post as reasonably required by your line manager.
- To reflect the Somerset Wildlife Trust Values in 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>Educated to degree level or with an equivalent level of training or professional experience.</p> <p>Full driving license and ownership of a personal vehicle.</p>	<p>Association of Accounting Technicians – Level 2 certified</p>
Experience/Knowledge	<p>Relevant experience of an administration or support function within a commercial organisation.</p> <p>Customer service experience including communication with a range of external customers via telephone, email and in person.</p> <p>Commercially focused with a commitment to secure work which can be delivered to a high-quality and in a cost-effective and timely manner.</p> <p>Experience of consolidating and quality assuring business data and determining and explaining trend anomalies.</p>	<p>Experience of managing a team or taking responsibility for tasks requiring collective performance.</p> <p>Experience of financial software.</p> <p>Experience of managing work flow using Microsoft Excel.</p>
Skills	<p>Excellent written communication skills</p> <p>Excellent verbal communication skills.</p> <p>Highly competent in the use of Microsoft Office programs like Word and Excel.</p> <p>Ability to solve problems by proposing potential solutions to highlighted issues.</p> <p>Strong organizational skills and ability to work towards reoccurring monthly/annual deadlines.</p>	<p>Sound knowledge and understanding of environmental issues.</p> <p>Social media management including X, Facebook, LinkedIn.</p> <p>High level of IT competence and ability to use HR, CRM, and financial systems.</p>

	Able to process and analyze large data sets.	
Attributes	<p>Committed to the delivery of outstanding customer service.</p> <p>Acute attention to detail being able to execute all tasks accurately.</p> <p>Capacity and ability to sustain and succeed in a demanding post involving managing different priorities.</p> <p>Able to follow specified systems and processes but also, where required, be willing to suggest system improvements.</p> <p>Commitment to the highest levels of integrity, honesty and good governance.</p> <p>Self-motivating and able to work on own initiative and be flexible.</p> <p>Exemplary professional conduct.</p> <p>Exemplary office conduct.</p> <p>Personal qualities consistent with SWTC values.</p>	





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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 in 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 - its 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.

