

People Operations Officer

Job description



Team	Finance and Operations
Place of work	Worcestershire Wildlife Trust, Lower Smite Farm, Hindlip, WR3 8SZ. Hybrid working available with up to 33% WFH
Responsible to	Head of Finance and Operations
Key relationships (internal)	Finance and Operations team, Head of Conservation, Head of Engagement and Fundraising, Reserves Team Leader, volunteers
Hours	Part-time: 21 hours per week – working three full days 9am – 5pm per week with occasional weekend/evening work
Contract Type	Fixed term for two years
Salary	Up to £15,900 per year (£26,500 FTE) depending on experience
Overall job purpose	To assist with the review into our support for staff and volunteers and developing & implementing policies that promote employee & volunteer development, satisfaction, & wellbeing.

We are Worcestershire's leading nature conservation charity, committed to protecting wildlife and the natural environment. We are supported by over 21,000 individual members. Our 40 staff are supported by our 500 volunteers who are vital to the delivery of our work. We manage 75+ nature reserves across the county, covering 12.5 square kilometres of land, and provide land management advice across around a quarter of the county. We also work to inspire people to take action for nature and this includes work with schools and young people, communities and local businesses.

Our three goals set out in our strategy to 2030 are:

- Nature in recovery: 30% of land for nature by 2030
- Action for nature: one in four taking action for nature by 2030
- Sustaining our future: more diversity, more funding and carbon zero by 2030

We are one of 46 independent Wildlife Trusts operating across the UK.

The People and Operations Officer role is a new post for the Trust. The aim of the role is to build upon the positive culture and ensure that our employees and volunteers receive the best experience possible, enabling them to work in an environment where they feel valued, their development is encouraged and their wellbeing supported.

Job Specification

1 People operations - staff

- Assist with developing and undertaking employee surveys aimed at creating a full understanding of the employee journey

- Review of employee support and benefits to ensure they are relevant and targeted to the needs to employees, while providing value for money for the Trust
- Help to develop tools that best support employees through their journey from application and onboarding through to the end of their employment
- Assist with the development and implementation of a learning and development programme, providing employees with the opportunity to further their knowledge and experience and develop their careers within the nature conservation sector
- Undertake various administrative tasks, such as management of employee training records

2 People operations - volunteers

- Assist with the administration of volunteers, from enquiry through to registration
- Help to develop a training calendar aimed at supporting volunteers and developing their knowledge and skills
- Improve volunteering opportunities for aspects of the Trust's work outside of practical nature conservation, including in public engagement, consultancy and business support
- Explore the potential to improve opportunities for young people to volunteer or engage with the Trust's work, through work placements, apprenticeships, T-levels etc

3 Management and supervision

- Currently there are no direct line staff management responsibilities relating to this post although there will be some support work directly with volunteers and the opportunity for this to evolve during the two-year term of the position

4 Contribute to the overall work of the Trust

- Attend and contribute to team meetings, training days etc as required
- Assist with, attend and support Trust events and activities as required

Person specification

- Excellent organisational and planning skills with the ability to work under pressure and to multiple deadlines
- Able to positively engage with others through excellent verbal and written communications
- Computer literate including use of the Microsoft Office suite
- Able to demonstrate experience of planning and organising training sessions/events, including planning, delivery and review stages
- Experience of working in a People Operations/HR or similar role, with a working understanding of employment law
- Understanding of data protection and its implementation
- Passion and enthusiasm for the Trust's aims

May 2025