

# Application Pack

## Business Support Assistant

June 2019

### Contents

- 1 Advert
- 2 Recruitment and Selection Process
- 3 About Herts and Middlesex Wildlife Trust
- 4 Job Description, including job accountabilities
- 5 Person Specification
- 6 Summary of Terms and Conditions of Employment
- 7 Organisation Structure



## Herts and Middlesex

**Grebe House  
St Michael's Street  
St Albans  
Hertfordshire  
AL3 4SN**

Tel: (01727) 858901  
Email: [info@hmwt.org](mailto:info@hmwt.org)  
[www.hertswildlifetrust.org.uk](http://www.hertswildlifetrust.org.uk)

Chief Executive: Lesley Davies



Hertfordshire & Middlesex Wildlife Trust Limited is registered in England No 816710 at the above address and is registered as a charity under Registration No 239863. VAT No 366 9276 06

President  
Sir Simon A Bowes Lyon, KCVO

## 1. ADVERT

**A unique opportunity to join a successful and growing conservation charity at an exciting time!**

### **P/T Business Support Assistant**

£8,204 - £14,485 (SCP 18-23) (£20,512 - £24,143 FTE)  
plus 7% pension (if eligible)  
15 hours per week  
6 month fixed term contract (with possible extension)

Herts and Middlesex Wildlife Trust is the leading local charity working to create a Living Landscape rich in wildlife, for everyone. We are supported by over 22,000 members and, with a network of volunteers, we care for the beautiful wild places of Hertfordshire and Middlesex.

The Trust aims to inspire people to care about wildlife and to help give it a better future. As part of the national federation of 47 Wildlife Trusts, Herts and Middlesex Wildlife Trust's influence is far-reaching and we play a vital role in standing up for wildlife.

Our staff team is enthusiastic and committed to wildlife conservation and exemplifies our values of professionalism, valuing contributions by others and continually striving to improve.

We are looking for someone to provide administrative support to the Business Support Officer. You will have the experience and ability to provide efficient, helpful and friendly support for the Trust. You will be required to support the Reception function, maintain accurate records and databases, and provide administrative support with regards to the Trust's Health & Safety.

This position is part-time (flexible days and hours considered), and for an initial 6 month period with the possibility of an extension.



**Herts and  
Middlesex**

For more information and to apply (CVs are not accepted), visit our website:

**[www.hertswildlifetrust.org.uk/jobs](http://www.hertswildlifetrust.org.uk/jobs)**

Herts & Middlesex Wildlife Trust  
Grebe House  
St Michael's Street  
St Albans  
Herts  
AL3 4SN

**Tel:** 01727 858901

**Email:** [recruitment@hmwt.org](mailto:recruitment@hmwt.org)

**Closing Date:**

9am, Monday 1 July 2019

**Interviews & Assessments:**

Thursday 11 July 2019

*A driving licence and flexibility to work occasional irregular hours is required for all posts. The post may be subject to a Disclosure check by the Disclosure and Barring Service.*

## 2. RECRUITMENT & SELECTION PROCESS

### How to apply

A completed Application Form and Equal Opportunities Monitoring Form should be submitted by email by **9am** on **Monday 1 July 2019**. CVs will not be accepted.

For an application pack, please visit our website, where you will find details about the post and the application process.

[www.hertswildlifetrust.org.uk/about/jobs](http://www.hertswildlifetrust.org.uk/about/jobs)

Please send your application form & Equal Opportunities form with your name in the file name [recruitment@hmwt.org](mailto:recruitment@hmwt.org).

### Selection Process

Shortlisted candidates will be invited to an interview on **Thursday 11 July 2019** in St Albans.

An offer of appointment will be made to the successful candidate shortly after interview. An offer of employment made by Herts and Middlesex Wildlife Trust at this stage is subject to satisfactory written references, an employment medical assessment and may be subject to a Criminal Records Disclosure.

You must also be able to identify that you have the right to work in the UK, and that you have the qualifications listed in your application.

If you have not heard from us by the interview date, I regret that your application will have been unsuccessful on this occasion.

### 3. ABOUT HERTS & MIDDLESEX WILDLIFE TRUST

This is an exciting time to join the Trust! During the past few years, the Trust has been growing and developing, with substantial increases in members (now over 22,000), income (now over £1.5m) and grant funding for project work. Our office at Grebe House is based on the edge of Verulamium Park in St Albans and we are a friendly team of 36 staff.

An increasing emphasis of the past few years has been our focus on landscape scale conservation - Living Landscapes. This calls for an integrated approach to our work on our nature reserves, with other landowners, through education and community and our influencing and advocacy work.

**Our vision** is *an environment rich in wildlife for everyone.*

**Our mission** is *to protect and enhance wildlife and connect people with the natural world, working in partnership to create a Living Landscape in Herts & Middlesex.*

**Our strategic objectives** are:

- *WILDLIFE: to protect, enhance and connect places for wildlife on nature reserves, in urban areas and across the wider countryside through positive conservation action;*
- *PEOPLE: to inspire people to value the natural world and enable action for wildlife.*

#### **What we do**

Formed in 1964, we are a local charity supported by people who care about protecting wildlife, including over 20,000 members. With volunteers, we manage a network of more than 40 nature reserves, covering nearly 2,000 acres. Beyond this our vision is of a living landscape, where we work with others to improve our towns and countryside for wildlife.

The Trust is active in all parts of Hertfordshire and in the London boroughs of Enfield, Barnet, Harrow and Hillingdon.

#### **The Wildlife Trusts**

Herts & Middlesex Wildlife Trust is part of a partnership of 47 local Wildlife Trusts across the UK, plus the Isle of Man and Alderney - the largest voluntary organisation in the UK solely dedicated to protecting wildlife. There are over 800,000 members and 2,300 nature reserves across the UK. The Trust's junior membership Wildlife Watch is part of this UK network. The Wildlife Trusts lobby for better protection of the UK's natural heritage and are dedicated to protecting wildlife for the future.

#### **Staffing**

The Trust staff includes the Living Landscape team, Fundraising & Communications team, and Finance and Administration team.

#### **Funding**

Our annual turnover is approximately £1.5 million, over half of which comes from membership subscriptions. Grants and fundraising activities contribute the remainder.

#### **For more information please visit:**

[www.hertswildlifetrust.org.uk](http://www.hertswildlifetrust.org.uk) to view our latest Annual Review, Strategic Plan 2016 - 2021 and Reserves information.

[www.wildlifetrusts.org](http://www.wildlifetrusts.org) to view The Wildlife Trusts 'A Living Landscape' report.

#### 4. JOB DESCRIPTION

<b>JOB TITLE:</b>	Business Support Assistant 15 hours per week
<b>RESPONSIBLE TO:</b>	Business Support Manager
<b>RESPONSIBLE FOR:</b>	n/a
<b>WORK AREA:</b>	Based at Grebe House, St Albans, Hertfordshire AL3 4SN The Trust's activities cover Hertfordshire, London Boroughs of Barnet, Enfield, Harrow and Hillingdon
<b>SALARY:</b>	Scale point 18-23 plus 7% pension (if eligible)
<b>EMPLOYMENT TERM:</b>	6 month fixed term contract (with possible extension)
<b>JOB PURPOSE:</b>	To provide administrative support to the Business Support Officer, including operating the Reception function. To also provide administrative support with regards to the Trust's Health & Safety.

#### **Main Duties and Responsibilities:**

1. Support the Business Support Officer with the Reception function, including answering the phone, dealing with post and enquiry emails, and providing a friendly welcome to visitors to the Trust.
2. Maintain accurate records as required by the Business Support Officer, including HAVs reporting.
3. Book and schedule training courses as required.
4. Update and replenish H&S signage and forms as required.
5. Manage the Trust's first aid and associated records.
6. Support the Business Support Officer with incident reporting.
7. Update and maintain the Trust's asset register.
8. Provide support with volunteering queries, including fielding and responding to volunteering enquiries.
9. Provide other administrative support to the Business Support Officer as required.

*The Trust retains the right to amend the job description in consultation with the post holder to reflect changes in or to the job.*

## 5. PERSON SPECIFICATION

Essential	Desirable
<b>Knowledge and experience</b>	
<ul style="list-style-type: none"> <li>• Educated to the equivalent of A level standard; numerate and literate</li> <li>• An understanding of administrative/office processes</li> <li>• Strong IT skills, including a good standard across the MS Office suite of applications</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the voluntary sector and / or membership organisations</li> </ul>
<b>Skills and competencies</b>	
<ul style="list-style-type: none"> <li>• Excellent organisational skills</li> <li>• Ability to learn very quickly</li> <li>• Excellent written and verbal communication skills</li> <li>• Ability to prioritise and be flexible and to deliver quality results in a fast-moving and pressurised environment</li> <li>• Ability to work on own initiative</li> <li>• Experience of administrative processes</li> <li>• Ability to maintain confidentiality at all times</li> </ul>	
<b>Personal qualities</b>	
<ul style="list-style-type: none"> <li>• Friendly and approachable</li> <li>• Attention to detail</li> <li>• Understanding of and commitment to customer care</li> <li>• Understanding of and commitment to equal opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Enthusiasm for wildlife and nature conservation</li> </ul>

## 6. SUMMARY TERMS & CONDITIONS OF EMPLOYMENT

### ***Location***

The offices of the Trust are currently in St. Albans, though the Trust may require you to work at any other Trust office within a 25-mile radius. Work sites are throughout the counties of Herts and Middlesex.

### ***Contract***

The post is offered on a part-time 6 month fixed-term basis (with possible extension). Annual performance appraisals take place.

### ***Probationary period***

A probationary period of three months applies.

### ***Normal hours of work***

The Trust operates a 37.5 hour week. Overtime is not available, though equivalent time off for authorised additional time worked may be taken in lieu.

### ***Annual leave***

Initially 23 days leave per year (rising to 25 days after one year and 28 days after 4 years completed service with the Trust), plus statutory bank holidays per year. Pro-rated where applicable.

### ***Pension***

All eligible employees are automatically enrolled into the Trust's Group Personal Pension Scheme. The Trust contributes 7% of basic salary; employees are encouraged to contribute although this is not yet compulsory. Employees are able to opt-out of the pension scheme if they wish.

### ***Car and Travel expenses***

Where the post-holder uses their car and drives on Trust business, he/she will be required to hold a full current valid driving licence and be insured for work. Travel expenses are paid as outlined in the Employee Handbook.

### ***Employee Handbook***

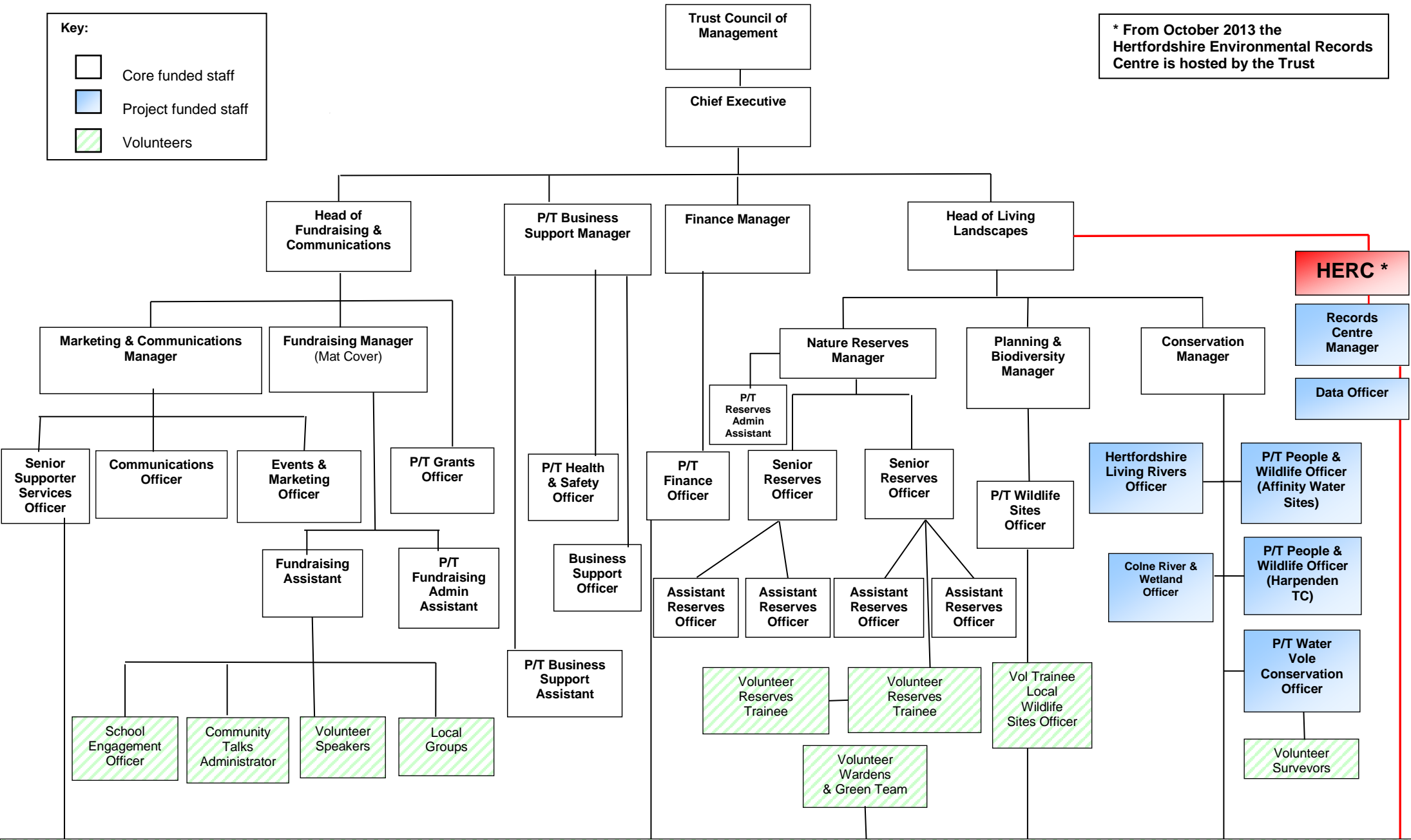
Herts & Middlesex Wildlife Trust's policies and procedures are contained in the Employee Handbook, which is available on appointment. These policies and procedures do not form part of your terms and conditions of employment, save for the Alcohol and Drugs Policy, Rights of Search Policy, Health and Safety Policy, Bribery Policy and Social Media.

# Herts & Middlesex Wildlife Trust - ORGANISATION CHART

**Key:**

- Core funded staff
- Project funded staff
- Volunteers

\* From October 2013 the Hertfordshire Environmental Records Centre is hosted by the Trust



Volunteers