



**Somerset  
Wildlife Trust**



**Somerset  
Wildlife Trust  
Consultancy**



# Wilder Somerset

## 2030



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



**Job description:  
Operations Administrator**

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.

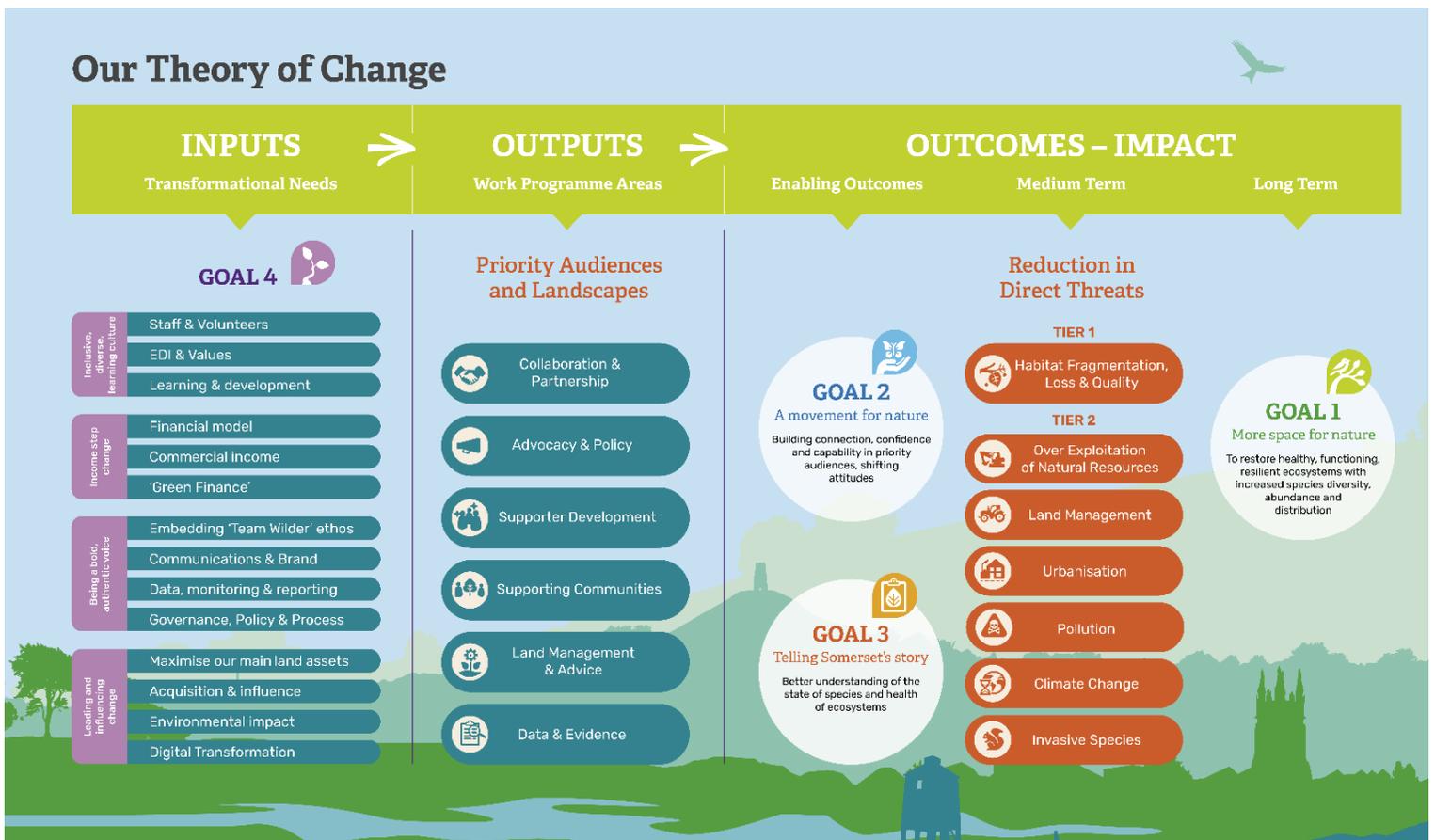
The climate and ecological crises require comprehensive, ambitious solutions and urgent action across all sections of society. The crises are also inexorably linked so it is vital that our strategy, ['Wilder Somerset 2030'](#) is delivered with both at its core. We recognise that people are part of the 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.



## About the post

The Operations administrator plays a key role in supporting the smooth and efficient day-to-day running of Somerset Wildlife Trust's offices and shared workspaces. Overseeing the upkeep of our office buildings and overseeing the operations and maintenance of the facility systems of the Trust. The role ensures our sites remain welcoming, well organised, safe and fully operational for staff, volunteers and visitors.

Working as part of the People, Culture & Resources (PCR) team, the postholder provides practical administrative support across facilities, office coordination, health and safety administration, I.T. and supplier/contractor liaison. Planning and coordinating the use of subcontractors and suppliers in the delivery of planned preventive maintenance, ensuring that the buildings meet health and safety standards. This role ensures that routine facilities needs are met promptly, processes run efficiently, and work environments support staff wellbeing and productivity.

<b>Job Title</b>	<b>Operations Administrator</b>
<b>Banding</b>	Level 2
<b>Reports To</b>	Head of People, Culture & Resources
<b>Team</b>	People, Culture & Resources
<b>Responsible for</b>	Not applicable
<b>Job Purpose</b>	<p>At an organisational level, this is a key administrative role responsible for operations administration, ensuring smooth work operations of the Trust's office facilities and inventory.</p> <p>Working in the PCR Team, the Operations Administrator will use administration systems to ensure the smooth running of services such as health and safety inspections on buildings, insurance renewals and procurement that meet the Trust's environmental impact objectives.</p> <p>The postholder will:</p> <ul style="list-style-type: none"> <li>• Support the day-to-day coordination and administration of office facilities across Trust sites, including maintenance, health &amp; safety inspections, insurance renewals, procurement, waste disposal and security.</li> <li>• Act as the first point of contact for facilities queries, routine maintenance issues and tenancy contact.</li> <li>• Support health &amp; safety administration, including accident and incident reporting, building checks and compliance documentation.</li> <li>• Liaise with suppliers and contractors to ensure timely and cost-effective services.</li> <li>• Assist with IT and telecommunications queries and issues, including onboarding logistics, workspace setup and office-based support for new starters, such as equipment ordering and set up.</li> <li>• Contribute to smooth office operations and a positive working environment for staff.</li> <li>• Be an active member of the Climate Adaptation &amp; Net Zero Group, taking minutes and completing the annual impact assessment.</li> <li>• Fleet administration coordination across the trust.</li> </ul>
<b>Position</b>	Permanent, 37.5hrs per week. Based at our Taunton office with opportunities for home working. Some travel to other Trust sites.

<b>Working Relationships</b>	<b>Internal:</b> CEO, All staff, Trustees
	<b>External:</b> SWT members, the public, suppliers and contacts from other Trusts', specialist advice services, consultants, volunteers
<b>Benefits of working for Somerset Wildlife Trust</b>	<p>We offer some fantastic benefits including:</p> <ul style="list-style-type: none"> <li>• 7% employer pension contribution</li> <li>• Life assurance</li> <li>• An annual professional institution subscription if applicable</li> <li>• Flexible and agile working</li> <li>• Wellbeing support – EAP, wellbeing champions</li> <li>• Diversity networks through RSWT/TWT</li> <li>• Paid volunteer days</li> <li>• Continuous Professional Development opportunities</li> <li>• 25 + bank holidays</li> <li>• Staff social calendar and events</li> </ul> <p><b>The opportunity to make a real and positive difference to nature, communities and the climate</b></p>

## Job Description – Key Responsibilities and Tasks

### 1. Facilities administration: To administer systems and processes that ensure well-maintained facilities and infrastructure by

1. Supporting the day-to-day office facilities across all sites, ensuring environments remain organised, tidy, functional and safe.
2. Overseeing the Facilities issues log and coordinating timely responses or escalation to contractors.
3. Arranging routine maintenance appointments, equipment servicing, utilities queries and general office repairs.
4. Acting as the first point of contact for building security, keyholder arrangements and alarm callouts for the Taunton office.
5. Supporting staff with workspace needs, including ordering furniture, equipment allocation.
6. Maintaining inventories of office supplies, basic equipment and consumables, arranging restocking as required.
7. Assisting with minor procurement (e.g., office furniture, small equipment, supplies), ensuring best value and sustainability considerations.
8. Working with the Head and Director to plan and manage the use of space within the Trusts' facilities to ensure it meets the needs of the organisation, and provides premium services with the best value for money.
9. Dealing with the reporting of emergencies when they arise and ensuring facilities are prepared for potential use.
10. Operational administration of office functions of Health & Safety, IT, Safeguarding and Purchasing.

### 2. Administrative Support for Operational Processes: To support operational administration to ensure the smooth running of facilities by

1. Leading on Operational administration ensuring office equipment and furniture are in good condition whilst liaising with the Business Administrator.
2. Providing practical facilities support for new starters onboarding, including preparing desks/workstations laptop and IT requirements, organising access keys, coordinating facilities inductions and ensuring equipment is available promptly.
3. Liaising with our IT specialist to coordinate office-based IT equipment setup and access.
4. Supporting improvements to digital facilities processes and documentation (e.g., SharePoint resources, operational guides).

5. Maintaining records of office-related contracts, leases and renewals, flagging upcoming deadlines using the SharePoint dashboard.
6. Handling day-to-day insurance-related administration (e.g., documentation, simple queries, managing the insurance spreadsheet, administering any changes).
7. Support the smooth running of our Trust Fleet of vehicles where relevant (e.g., documentation, service reminders and repairs, and manage the EV QR code data).

**3. Health & Safety Administration: To oversee the health & safety administration, ensuring transactional processes are robust and policies up to date and implemented correctly by**

1. Overseeing the Trust's Health & Safety policies and procedures so they are compliant and effectively implemented.
2. Acting as Lead Fire Warden for the Taunton office includes fire safety checks, log maintenance and supporting drills and ensuring the Callow office is also compliant.
3. Maintaining first aid, fire warden and mental health first aid records and reporting to the Health & Safety Committee.
4. Maintaining central logs, including office safety documentation, accident/incident/near miss records and relevant reporting tools.
5. Administering the Trust's online Health & Safety dashboard – Worknest.
6. Supporting periodic inspections, risk assessment coordination, and ensuring contractor safety procedures are followed.
7. Organising occasional H&S training sessions for staff and supporting the tracking of mandatory training compliance.
8. Liaising with the Trust's Health & Safety Consultant and Chair of the Health & Safety Committee.

**4. Support the Trust's Environmental Impact & Sustainability by**

1. Attending and supporting the Climate adaptation and net zero group through minute-taking.
2. Contributing to environmental impact activities such as recycling initiatives, energy efficiency monitoring, and sustainability improvements in office operations
3. Updating the Trust's Environmental Impact Plan and providing annual reporting data to RSWT.

**General Responsibilities**

1. Following and complying with Trust policies, which include our health and safety and safeguarding procedures, ensuring the personal safety of all staff, volunteers, young people and vulnerable adults involved in the project.
2. Working collaboratively with other Wildlife Trusts to share learning and improve processes, attending relevant Community of Practice Meetings.
3. Supporting digital-first ways of working and efficiency in office management. 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 as part of career progression.
4. Carrying out other reasonable duties as required by the Head of PCR.
5. To reflect the Somerset Wildlife Trust values in all areas of work.
6. To work collaboratively with other Wildlife Trusts to share learning and achieve greater impact collectively.
7. 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.



To succeed in this role, you will need to demonstrate:		
	<i><b>Essentials</b></i>	<i><b>Desirables</b></i>
<b>Qualifications</b>	<p>Business Administration HND or NVQ Level 3 minimum or equivalent experience.</p> <p>Full driving license and access to a car (due to occasional travel across sites, a company car is available on a bookings basis).</p>	<p>IOSH Managing Safely</p> <p>Facilities-related qualification or experience</p>
<b>Experience/Knowledge</b>	<p>At least two years' experience in a comparable role</p> <p>Understanding of basic facilities processes (e.g., maintenance coordination, contractor liaison).</p> <p>Awareness of H&amp;S, IT and safeguarding responsibilities in a workplace environment.</p>	<p>Experience in managing dashboard information</p>
<b>Skills</b>	<p>A high standard of organisational and administrative skills with the ability to manage a varied workload.</p> <p>Excellent communicator with a proven track record in developing relationships with key individuals/stakeholders/volunteers/community organisations, and or statutory agencies.</p> <p>Confident digital skills, including Microsoft Office and willingness to adopt new tools and processes.</p> <p>Proactive, problem-solving approach with good attention to detail.</p> <p>Proficient report writing skills (Board level standard)</p> <p>Ability to manage a complex and varied workload.</p>	

<b>Attributes</b>	<p>An excellent team player, but also able to work on own initiative and with a high degree of autonomy.</p> <p>Warm and approachable with the ability to establish trust and build strong and consistent relationships with diverse audiences.</p> <p>High level of IT competence and excellent knowledge of Microsoft Office applications.</p> <p>Integrity and commitment – honest, with a strong work ethic and a real commitment to the values and aspirations of Somerset Wildlife Trust.</p>	
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<b>Document Control</b>			
<b>Document Title</b>	Operations Administrator Job Description		
<b>Date of review</b>			
	<b>Name</b>	<b>Designation</b>	<b>Date</b>
<b>Document owner</b>			
<b>Version history</b>			
<b>Date</b>	<b>Paragraph amended</b>	<b>Reason</b>	<b>New Issue no.</b>
18/02/2026		1 <sup>st</sup> issue for use	1.0



## 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.

