

# Operations Manager



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**Deadline: 5pm on Friday 22 August 2025**

## 1 Applying for this post

**Please read all the pack information that follows.**

If you feel you meet the job specification and job requirements, we would love you to apply. Applications must be made using the application form provided. Additional information can be submitted, for example a CV, but the application form must be completed thoroughly and not include 'Refer to CV' as the only answer in the question boxes.

**Deadline for applications is 5pm on Friday 22 August 2025**

by email to [sandy.bromige@vwt.org.uk](mailto:sandy.bromige@vwt.org.uk) or by post to:

**Vincent Wildlife Trust, 3-4 Bronsil Courtyard, Eastnor, Ledbury, HR8 1EP**

Interviews will be held on **Wednesday 10 September 2025 either in person or via video conferencing**. Full details will be confirmed ahead of the interview date. If you do not hear from us by 10 September, please assume that you have not been successful on this occasion.

**For questions about the role and contract, please contact**

**Lucy Rogers, CEO, [lucy.rogers@vwt.org.uk](mailto:lucy.rogers@vwt.org.uk)**

## 2 Background to Vincent Wildlife Trust

Today, at fifty, VWT is respected internationally as a leader in developing and implementing innovative evidence-led approaches that halt and reverse declines in threatened mammal species such as otter, water vole, horseshoe bats and, more recently, pine marten. This is possible thanks to a firm financial base left by our late founder, the Honourable Vincent Weir, that is independent of membership income. Long-term financial security has enabled VWT to focus on mammals with particular and often challenging conservation needs, with which other organisations are unwilling or unable to engage.

For example, acquiring and managing greater horseshoe bat maternity roosts and surrounding land in the 1980s and 1990s enabled VWT to protect 50% of the British population of this European Protected Species. Our bat reserves remain a unique resource as exemplars of roost management. Combined with research into their ecology and habitat needs, this has led to the population of these rare bats more than doubling in recent years.

While VWT is not a campaigning or lobbying organisation, our expertise, advice and impartial evidence provide support to a wide range of decision makers.

Over the last ten-years VWT has grown in size and impact with the aim of delivering significant change to the fortunes of threatened mammals in the UK, Ireland and parts of mainland Europe. It is delivering an increasing number of flagship projects such as the nationally important Pine Marten Recovery Project, Horseshoes Heading East, Martens on the Move and Landscapes for Lessers.

VWT has strong governance and leadership and a clear direction to increase the impact and geographical scope of its operations through our 2020-30 Ten-Year Strategy.

More detailed information is available on our website [www.vwt.org.uk](http://www.vwt.org.uk)

### 3 Job Description

Starting Salary	Grade 4 (starting salary £42,645 p.a. pro rata)
Length of Post	Full-time (37 hours pw) or Part-time (30 hours pw)
Location of Job	VWT's Head Office at Bronsil, Eastnor – near Ledbury, Herefordshire HR8 1EP.
Responsible to	CEO
Responsible for	Senior Administration and Finance Officer
Job Purpose	Head Office and out-stationed staff operations including business and administrative functions, IT, HR, Risk Management, Health and Safety, Wellbeing, Policy, and Quality and Safety control.  To assist the CEO in the smooth running of the operational functions of the Trust.

#### Main Duties

- To work to optimise the efficiency and quality of operational processes, policies, procedures, and systems across VWT, driving continuous improvement to enhance the charities internal capacity, maintaining and developing VWT as a highly effective organisation in the delivery of its organisational goals.
- To lead VWTs Health, Safety and Wellbeing, and risk management, ensuring compliance with the charities policies, statutory regulations and best practice guidance.
- To lead and manage one direct report: Senior Administration and Finance Officer.
- To lead VWT HR in consultation with VWT's outsourced HR advisors and provide support to the CEO and other line managers as required in the recruitment, retention and departure of staff from the organisation.
- To lead the office management and administration at VWTs Head Office near Ledbury and support of out-stationed staff. This includes equipment, training, utilities, vehicles, IT, data management and accessibility.
- Work with the Finance Manager to prepare and manage an annual budget and to produce timely, accurate financial management information.
- To lead, co-ordinate and/or contribute to a number of ongoing projects such as implementation of a new CRM system and a Carbon Action Plan.
- To work with the Head of Conservation to provide timely and accurate updates on operational systems and processes in relation to conservation delivery.
- To report progress and prepare written papers, policies and reports for the CEO, Board of Trustees and externally as and when required.

## Other Duties

- To attend training courses that further the Trust's and personal development needs.
- To champion the Trust's policies and procedures.
- To provide training and/or mentoring to staff and volunteers.
- Present a friendly and a professional personal manner.
- Carry out other duties commensurate to the role as required by the Trust.
- Always keep Health, Safety and Wellbeing matters as the overriding determinant and in all circumstances.

## 4 Training and Development

As part of its commitment to investing in its people, VWT trains and supports its staff in the delivery of their duties. Advice will be given in drawing up a personal development plan and all suggestions considered according to resources available and the overriding priorities of the Trust.

## 5 Outline Conditions

This post is offered as full-time 37 hours per week or part-time as 30 hours per week. Our normal office hours are 9am to 5pm with appropriate breaks. Flexible working is permissible in agreement with the Line Manager. Business travel and overnight stays will be required at times for which travel and subsistence expenses will apply according to the Trust's current policy.

All staff are required to work within the policies and procedures of the Trust, to work harmoniously with each other and to provide appropriate assistance and advice to colleagues when desirable for the effective undertaking of their respective responsibilities, and to undertake other duties appropriate to the post as delegated by their Line Manager.

A willingness to be flexible about working arrangements and to provide occasional cover for absent staff is desirable in order to maintain organisational effectiveness.

## Benefits Package

VWT offers a qualifying workplace pension scheme with Aviva which the post holder may request to be enrolled in from day one, though employer contributions would not be payable until a three-month probationary period is complete. An enhanced workplace pension scheme, also with Aviva, is available and matches personal contributions of 4% of staff salaries with an additional employer contribution of 7% after a qualifying period of three months.

VWT also provides life assurance after one year's service. The post holder is entitled to 25 days' paid leave per year, pro rata in addition to public holidays, also pro rata.



## Value Statement

The Trust expects its staff to carry out their duties in a way which consistently exceeds the regulations and expectations of society at large in matters legal, ethical and environmental. Our aim is to ensure all resources are utilised effectively and efficiently. You will be expected to apply sound value for money principles in undertaking purchasing or supply of goods and services. The Trust will ensure that its staff receive appropriate training and development based on a documented personal annual appraisal.

## 6 Ideal Candidate Profile

VWT is looking for a candidate with a demonstrable commitment and enthusiasm for bat conservation, and an enthusiastic, outgoing, and self-motivated individual with initiative, ambition and drive.

### Qualifications

- Educated to degree level or relevant management experience.

### Experience and Skills Essential

- Two or more years of proven success in an Operations Management role
- Knowledge of good HR and H&S&W practices
- Strong skills in budget development and oversight
- Well organised, able to manage and prioritise workloads in rapidly changing situations.
- Strong IT skills including use of Microsoft 365 applications, database development/CRM and server-based filing systems
- Ability to manage third party suppliers effectively, ensuring good service and value for the Trust
- Full UK Driving licence
- Excellent critical thinking and problem-solving skills
- Good data analysis, planning and organisational skills
- Excellent written and verbal communication skills
- Good leadership and conflict management qualities with the ability to provide direction
- Knowledge of management software and an aptitude for learning new applications.

### Experience and Skills Desirable

- Fleet management experience
- Experience of working in a charity or not for profit organisation
- Interest in wildlife conservation

## Personal qualities

- Integrity and discretion.
- An approachable manner.
- Enthusiastic and self-motivated, with initiative and drive.
- A positive 'can do' attitude and a professional, flexible approach.
- Well-organised with good attention to detail.
- Calm and consistent approach to work.
- Committed to self-development, keeping relevant skills and knowledge up to date.

## 7 Equity, Diversity and inclusion

Vincent Wildlife Trust values diversity and is committed to supporting an inclusive culture. We wish to provide an environment where everyone, regardless of background, characteristics, identities or abilities can develop their full potential. Vincent Wildlife Trust is committed to equal opportunities in all its employment and volunteering practices, policies and procedures.

To help us monitor our recruitment process to ensure they meet our Equal Opportunities Policy, all applicants are requested to download and complete our Diversity Monitoring form. Please return this with your completed Application Form.