



Cheshire
Wildlife Trust

Let's bring wildlife back together -
for everyone, everywhere



Business Services Manager

Candidate information pack



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Purpose and impact of the role

We have reached a tipping point. Wildlife is in freefall both locally and nationally and our climate is in crisis. By 2030 we must see nature recovering, wildlife returning and ecosystems restored and we need many, many more people on nature's side.

Cheshire Wildlife Trust is a fast-growing environmental charity which is part of the UK-wide federation of Wildlife Trusts. With the local support of over 17,500 members and almost 1 million members nationally, you will be a part of a dynamic organisation which is at the forefront of bringing wildlife back. Your role will help achieve our 2030 goals to put nature into recovery, mobilise at least 1 in 4 people to be on nature's side and ensure that the environment plays a full role in addressing the climate crisis. In short, we need to create a [Wilder Cheshire](#).

This role sits within the Business & Finance Directorate. The main purpose of the department is to support delivery of the 2030 strategy by ensuring that our resources are well managed.

This position manages the Business Services team.

The role of Business Services Manager is a team leader position where the main purpose is to manage the delivery of agreed objectives that contribute significantly to achieving a specific strategic goal both directly and through the line management of a small team.



The specific purpose of this position is to:

- To oversee the management of day-to-day business services, including IT, information management and compliance, health & safety, facilities and HR
- Provide operational support to the Director of Business & Finance and wider Senior Leadership Team in relation to business services and compliance matters
- Lead a team of business service specialists, managing daily operations and planning for future growth

Overview

Title: Business Services Manager

Team: Business & Finance

Responsible to: Director of Business & Finance

Term: Permanent

Salary: £32,200 – £35,944(Rank 3, Sub team leader)

Hours: Full-time/35 hrs per week. Part-time considered.

Location: Hybrid working with a minimum of two days per week working from our Bickley Hall Farm HQ. (SY14 8EF)

Main duties and responsibilities

- Support the Senior Leadership Team in determining the best way to implement or improve new or existing business services to ensure that the charity's needs are met
- Provide leadership and line management to the Senior Facilities & H&S Officer, Senior HR & Volunteering Officer and Senior IT Officer, overseeing day-to-day delivery of business services including IT infrastructure; information management and compliance; health & safety, facilities and HR
- Accountable for design, implementation and maintenance of the Trust's IT capability by ensuring overall architecture, applications, other software, hardware, networking and data components are well integrated and aligned to the Trust's strategic and operational needs
- Accountable for ensuring the Trust's information management policies and procedures ensure best practice GDPR compliance and cybersecurity across its applications, and meet strategic needs of the Trust
- Overall responsibility for developing and implementing the Trust's Carbon Action Plan and Sustainability Policy
- Oversee the delivery of business continuity planning and operations
- Support the Director of Business and Finance in ensuring the Trust's insurance needs are met

Main duties continued...

- Apply financial resources efficiently and effectively to Trust goals, helping staff adopt a culture of value for money
- Actively participate in the process of continuous improvement within the Business Services Department
- Oversee relationships and contracts with third party business services providers to ensure they continue to meet the Trust's needs, coordinating review and replacement as required.

Strategy, delivery and managerial responsibility:

- Direct line management and immediate guidance and instruction to a small team of 3-6 FTE rank 4-7 employees.
- Reports directly to a member of the Senior Leadership Team and responsible for planning and achieving specific strategic goals as discussed with the Director of Business & Finance as part of a wider departmental delivery plan.

Fiscal responsibility:

- Accountable for delivering a sustainable team budget of £50k-300k per year and for the management of contract and project budgets.
- Delegated expenditure authority up to £1,000.





Legal Responsibility:

- Expected to comply with the limits and authorities set out in CWT's Financial and General Schemes of Delegation.
- Required to comply with the Health & Safety at Work Act, General Data Protection Regulations, fundraising regulations and CWT policies and procedures.
- Required to work within the limits set out in your individual competency record and to undergo competency-based training as required.
- Team Leader responsible for ensuring your team's work plan is carried out safely, lawfully and in line with relevant internal and external policies and regulations.

Relationships:

- Expected to be an ambassador for Cheshire Wildlife Trust responsible for upholding the Trust's reputation, image and level of service.
- Expected to promote membership at all available opportunities and engage positively with potential and current supporters.
- Required to maintain operational relationships both internally and externally and to use influencing and negotiating skills when required.

Person specification

Knowledge and experience

You will have already gained at least 5 years relevant experience or at least a Level 5* qualification and/or be a member of a relevant professional body.

In addition you will need to demonstrate knowledge and/or experience of the following:

- A broad knowledge of business operations
- Experience of setting and managing budgets
- A broad knowledge of IT architecture and digital transformation.

*You can check whether a qualification you hold is at the right level [here](#).



Skills

The competencies required for your role are below:

- You demonstrate good professional conduct and support and encourage others to uphold professional standards. You consistently set an example by modelling professional behaviours.
- Able to develop and promote a positive culture of wellbeing and H&S awareness and management. Able to contribute to and develop the implementation of a H&S policy and management system.
- Able to communicate information confidently and clearly in ways appropriate to the audience. Able to independently produce written communication to inform and persuade others.
- Competent in establishing and promoting organisational processes for information and data management, data sharing and security. Confident in the use of a range of common and bespoke software packages and able to collect, manage and present data.
- Skilled in maintaining the quality of work and can make recommendations for improvement. Capable of driving efficiency and achievement of targets within your team. Competent in managing a team. Able to create and coordinate annual workplans and manage delivery risks.
- Able to lead a team to achieve results consistently. Able to demonstrate good leadership qualities and set an example to others (internally and/or externally) through own behaviour. Able to demonstrate performance management skills through constructive conversations and supporting the development of others.

Personal qualities

We expect all who work for Cheshire Wildlife Trust to demonstrate the following personal qualities:

- Be passionate about securing a future for local wildlife on land and sea
- Be someone who leads by example and makes decisions based on evidence
- Be proactive, professional and pioneering in your everyday work
- Make sustainable choices
- Be able to work both alone and as part of a team
- Be flexible, practical and well organised
- Be friendly and approachable
- Have the means to travel to our headquarters.



Benefits and rewards

We are a small and friendly organisation employing around 70 staff supported by a network of delivery partners, volunteers and trainees. The people who work for Cheshire Wildlife Trust are passionate about the natural environment and local wildlife conservation. We have a highly motivated and committed team who are driven to succeed, and we believe that our staff thrive best in a culture of creative freedom within a strategic framework. Many staff are involved in Cheshire Wildlife Trust's activities outside of their duties such as occasional volunteering to help with a wildlife survey or helping run a weekend/evening event.

At Cheshire Wildlife Trust we embrace agile working with a focus on supporting you to achieve your objectives alongside a healthy work-life balance. We operate a hybrid working policy with most staff working at least part of the week from home and/or out on site.

Our headquarters at Bickley Hall Farm (SY14 8EF) are set in the beautiful Cheshire countryside on a working farm managed by Cheshire Wildlife Trust. The farmhouse provides our main office space with fantastic views and the opportunity to walk around the farm in your free time. Depending on your role you may also have the flexibility to work from one of our satellite offices or use a hot desk hosted by a partner organisation.



Our full terms and conditions of employment are set out in your employment contract, staff handbook and benefits and remuneration handbook which will be issued to you at the start of your employment. A summary is included below:

Future planning

- Group Personal Pension Scheme with contributions matched up to 7.5%
- Life Insurance cover of 3x salary

Career progression

- All new employees undertake a probationary period of 6 months, in which time they are expected to demonstrate their suitability for the post.
- A personal development plan and paid job-related training.
- A salary and career progression framework with clear criteria.
- Salaries are externally and internally benchmarked.
- Professional membership fees are paid.

Annual leave

- Starting full-time allowance of 25 days plus public holidays. One additional day is awarded after year 1,2,3,5,10 and 15 (pro-rated for part-time workers).
- Salary sacrifice scheme with the option to purchase up to an additional 5 days annual leave per annum (available from the April after your start date and pro-rated for part-time workers).
- Time Off in Lieu available for out of hours working



Employee health support

- Employee Assistance Programme
- Access to a mental health first aider
- Eye tests paid for and paid time off for medical appointments

Parents and carers support

- Parental and compassionate leave policies in place

Travel

- Business mileage paid in accordance with our travel and expenses policy and if necessary, access to a Cheshire Wildlife Trust vehicle.
- A salary sacrifice bike to work scheme.

Other perks and culture

- We are committed to ensuring we reflect and represent all parts of society by improving access to jobs and training opportunities for groups currently under represented in our sector. Read more about [our commitment to Equality, Diversity & Inclusion here](#).
- Annual staff away days
- Subsidised Christmas meal
- Dog friendly office available
- Discount from Cotswold Outdoor
- A dress for the day culture
- Access to charity worker discounts
- Relevant professional membership fees paid
- Salary sacrifice schemes for technology e.g. personal laptops/TV's



How to apply

To apply for the position please send a copy of your CV as well as a covering letter in **PDF format** to Emma Raine (HR Officer) jobs@cheshirewt.org.uk

Your covering letter should explain in no more than **one side** of A4; which role you are applying for, and what skills, knowledge and experience you have that you make you the right person for this role.

The closing date for this role is midnight on Monday 5th May 2025.

Interviews are planned for Thursday 15th May at our Malpas headquarters.

Applicants must have the right to work in the UK. Sorry, we are unable to offer sponsorship for this position.

