



Cheshire
Wildlife Trust

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



Mobilisation Administrative Assistant

Candidate information pack



Contents

- Purpose and impact of the role... p3
- Main duties and responsibilities... p5
- Person specification... p8
- How to apply... p12

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](#).

Your role sits within the Nature Recovery Directorate. The main purpose of the department is to address the nature crisis locally by restoring nature at scale, strengthening the ecological network, defending nature and building the capacity of others to take positive action to achieve nature's recovery.

This position is part of the Mobilisation team.

The role of Mobilisation Administrative Assistant is an assistant level position where the main purpose is to assist with delivery within your specific work area.



The specific purpose of this position is to:

- Provide administrative support to the Mobilisation team to help build capacity for nature positive action.
- Be the first point of contact for external enquiries relating to the work of the Mobilisation team including Volunteering, the Wild Network and Education.
- Run an efficient enquiry, booking, and activity recording system to ensure that each individual/group/school receives a quality service.

Main duties and responsibilities

Overview

Title: Mobilisation Administrative Assistant

Responsible to: Mobilisation Manager

Term: Permanent

Salary:

- 21 hours per week (0.6 FTE):
£15,112–£15,793 per annum
- 28 hours per week (0.8 FTE):
£20,149–£21,058 per annum

The full-time equivalent salary is £25,186–£26,322 per annum (Rank 6). The expected starting salary will be £15,112 for 21 hours or £20,149 for 28 hours per week.

Hours: 21 hours per week (0.6 FTE) or 28 hours per week (0.8 FTE), depending on the successful candidate's preference.

Location: Bickley Hall Farm (SY14 8EF). This is a hybrid role.

- To carry out general administrative tasks such as overseeing bookings for training sessions, workshops and events, dealing with general enquiries by phone and email.
- Support the Mobilisation Manager, the wider Mobilisation team, and where applicable the wider Nature Recovery team with the day to day management of financial matters such as procuring equipment, researching and setting up new suppliers and invoicing.
- Maintain an up-to-date schedule of all bookings and coordinate delivery staff, Casual Workers and training providers to ensure they are available to deliver each booking.
- Ensure all appropriate documentation, forms and surveys are sent and completed for training and event bookings.
- Be responsible for the booking of venues for training sessions, workshops and events.
- Provide excellent service to customers making a booking through prompt acknowledgement of enquiries, ongoing communications, reminders, resolution of any issues/complaints and effective administration of bookings.
- Assist with the monitoring and evaluation of booked activities to inform future planning and marketing including collecting and analysing feedback.
- Contribute to reports on event performance including attendance vs capacity, type of event, target audience, costs and income.



- Ensure all events & training courses are listed accurately and in a timely manner on the Cheshire Wildlife Trust website, on Eventbrite and on relevant third-party websites.
- Support in the coordination of talk bookings, helping with enquiries and coordinating talk volunteers and donations.
- Collate the events & training programme information from across the Trust.
- Assist with all general office tasks as required to ensure the smooth running of the Mobilisation team and where applicable the wider Nature Recovery team.

Strategy, delivery and managerial responsibility:

- No responsibility for others. Working under direct supervision of a Rank 4 or above employee, carrying out duties within a clearly defined range.





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.
- Responsible for following safe operating procedures to keep yourself safe at work and complying with instructions.

Relationships:

- Expected to be an ambassador for Cheshire Wildlife Trust and 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 effective and close working relationships with colleagues within your own team and work with others across the organisation. Required to pass on and receive information from external contacts.

Person specification

Knowledge and experience

You will be expected to have 0–2 years relevant experience or a Level 2* qualification or be student or a qualifying associate of a professional body within one or more of the following fields: Event Management/Administration.

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

- Previous experience in an administrative role
- Experience of using all Microsoft packages, Teams, Eventbrite, Mailchimp and Canva
- Experience of delivering excellent customer service
- Knowledge of the principles of good customer care
- Working collaboratively within a team and with others to develop and deliver plans
- Data protection requirements and the handling of confidential data and information

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



Transferable skills

- You can demonstrate good professional conduct and appropriate behaviours and set a positive example to others.
- You take personal responsibility for your own health, safety and wellbeing and are able to implement safe working practices in line with organisational policies and practices.
- You can communicate information confidently and clearly in ways that are appropriate to the audience.
- You can independently produce written communications that inform and persuade others.
- You are able to maintain good relationships with partners and stakeholders.
- You work effectively as part of a multidisciplinary team and are solution-oriented.
- You are able to use a range of common software packages.
- You can demonstrate good customer service and public-facing skills.
- You understand Cheshire Wildlife Trust's vision and values and reflect them in your own behaviour.



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 as and when required.

In addition, this role requires the following:

- Excellent communication skills, with the ability to communicate with people at all levels face to face, in writing and on the phone
- Excellent attention to detail and accuracy in all areas of work
- Good organisational and time management skills – with the ability to prioritise workload and meet deadlines



About us

We are a small and friendly organisation employing around 60 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.



Cheshire
Wildlife Trust



How to apply

To apply for the position please download and complete an application form and return it to Emma Raine (People & Culture Officer) at jobs@cheshirewt.org.uk

The closing date for this role is midnight on **Sunday the 12th of July.**

Applicants must have the right to work in the UK.

You may be required to undergo a DBS check as part of this role.



Wild About
Inclusion