

ROLE DESCRIPTION AND PERSON SPECIFICATION

People & Operations Apprentice

BASE OF WORK:

Brooke House

REPORTING TO:

People & Culture Manager and Operations Manager

APPRENTICESHIP

Business Administration Level 3 (Suffolk New College)

ROLE PURPOSE

Suffolk Wildlife Trust is an inspiring and impactful organisation with a compelling vision for our county “[A Wilder Suffolk where nature is thriving and abundant because everyone is doing more to help](#)”.

In the decade to 2030, we are committed to scaling up our activities across the county, to bring nature back to Suffolk. Our aim is for 30% of our county to be connected and well looked after for nature by 2030, so that our species and habitats can recover and thrive – and for 1 in 4 people to be actively helping to achieve this.

As the People & Operations Apprentice, you will start by supporting the Operations and People & Culture teams to help Suffolk Wildlife Trust’s people – staff and volunteers – to thrive. Most of your work will be within the People & Culture volunteering function, where you will assist with volunteer enquiries, help maintain the volunteer management system (Team Kinetic), support safe recruitment checks, and provide administrative support to Volunteer Managers. You’ll also contribute to overseeing the volunteer journey and to recognition activities such as awards, thank-you events and initiatives that foster a positive, well-resourced culture.

As you progress through your Business Administration Level 3 Apprenticeship and develop your skills, knowledge, and confidence, you will gradually take on more responsibility. Over time, you’ll move from assisting with tasks to coordinating and leading on key aspects of the role.

MAIN RESPONSIBILITIES

Every staff role has three key areas of focus known as the “Power of 3” to support our mission to bring nature back. Typically, you should expect to spend 80% of your time on these:

1) Volunteering Coordination

- Act as the main point of contact for all volunteering enquiries and coordination across Suffolk Wildlife Trust.
- Maintain, update and be a super administrator for the volunteer management system (Team Kinetic).
- Train and develop volunteer managers in using Team Kinetic.
- Support safer recruitment processes for volunteers, including vetting checks (i.e. DBS checks and references).
- Maintain and update the Volunteer Manager Handbook and relevant SharePoint resources.
- Deliver internal training in Volunteer Management for Volunteer Managers.
- Oversee the full volunteering lifecycle.

- Provide guidance and support to Volunteer Managers in managing their volunteer teams.
- Coordinate the annual volunteer recognition programme, including certificates, awards and Trust thank-you events.

2) H&S and Operational Support

- Assist in organising, supporting and delivering Trust events and meetings.
- Coordinate and arrange cross-organisational training and development needs.
- Maintain accurate training and compliance records.
- Provide administrative support for meetings, including minute-taking and follow-up actions.

3) People & Culture Support

- Support and maintain personnel files and records in line with data protection requirements.
- Assist with recruitment and selection activities.
- Support with developing the People & Culture pages on SharePoint (Wild Hub).
- Coordinate the ordering and distribution of logo clothing and name badges.
- Support the maintenance and allocation of SWT-managed devices.
- Provide administrative support on ad hoc projects.

Ensuring appropriate reporting of all accidents, near misses, and incidents to identify causes and prevent recurrence. Use your skills and experience to contribute holistically to the Trust's vision for a Wilder Suffolk.

PERSON SPECIFICATION

- Willingness to complete a Business Administration Level 3 Apprenticeship
- Entry onto the Apprenticeship is subject to 4 GCSEs including Maths and English 9-4/A-C or Functional Skills Level 2
- A personal commitment to Suffolk Wildlife Trust's mission to bring nature back
- Good written and verbal communication, with attention to detail and accuracy.
- Organised and able to manage time, priorities and deadlines.
- Confident using Microsoft 365 (Word, Excel, Outlook, Teams, SharePoint) and willing to learn new systems.
- Able to work well with others, build positive relationships and contribute to a team.
- Problem-solving approach, with a willingness to ask for guidance and learn from feedback.
- Awareness of health & safety, confidentiality, data protection, and the importance of equality, diversity and inclusion.
- Enthusiastic, motivated, flexible and adaptable.
- Previous experience working or volunteering in a team, office or administrative environment (desirable).
- Experience organising events or activities (desirable).
- Understanding of safer recruitment and safeguarding (desirable).

OUR CULTURE

[Our organisational culture matters to us and enables us to achieve more for wildlife.](#)

Your job description explains the three key areas of focus of your role. What is equally important is how you do it. Suffolk Wildlife Trust is a gutsy organisation - we show courage, determination and spirit, learning from experience and embracing new ideas.

We are driven by our shared values and passion for nature and support each other – staff and volunteers - to be the best we can to deliver for nature. We constantly strive to communicate and collaborate brilliantly, representing Suffolk Wildlife Trust in a friendly, professional and well-informed manner.

ADDITONAL INFORAMTION

- The role is a Level 3 Business Administration Apprenticeship lasting between 18 & 24 months with 20% of time worked as 'off-the-job'.
- The training provider is with Suffolk New College
- The role may entail some evening and weekend working to support Trust meetings and events.
- The role requires an interest in working for a charity that is determined to protect wildlife for the future and for the people of Suffolk.
- The role may require the ability to drive, including a full driving licence and use of a vehicle. Pool vehicles may sometimes be available.

WILD ABOUT INCLUSION

Suffolk Wildlife Trust is committed to an inclusive and diverse workplace where everyone is welcome. As a conservation charity, we recognise the importance of diversity in both nature and our workforce of staff and volunteers. We strive to ensure that everyone feels valued and empowered to contribute to our vision.