

People & Operations Apprentice

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.



Suffolk
Wildlife Trust



The Opportunity

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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’re scaling up our work so habitats and species can recover — and 1 in 4 people are actively helping to achieve this.

As our People & Operations Apprentice, you’ll start by supporting the Operations and People & Culture teams so our staff and volunteers can thrive. Day to day, you’ll assist with volunteer enquiries, help maintain our volunteer system (Team Kinetic), support safer recruitment checks, keep guidance and SharePoint resources up to date, and contribute to recognition activities like awards and thank-you events. You’ll also help with organising meetings and training, maintaining records, taking minutes, and providing general administrative support.

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.



Serotine Bat



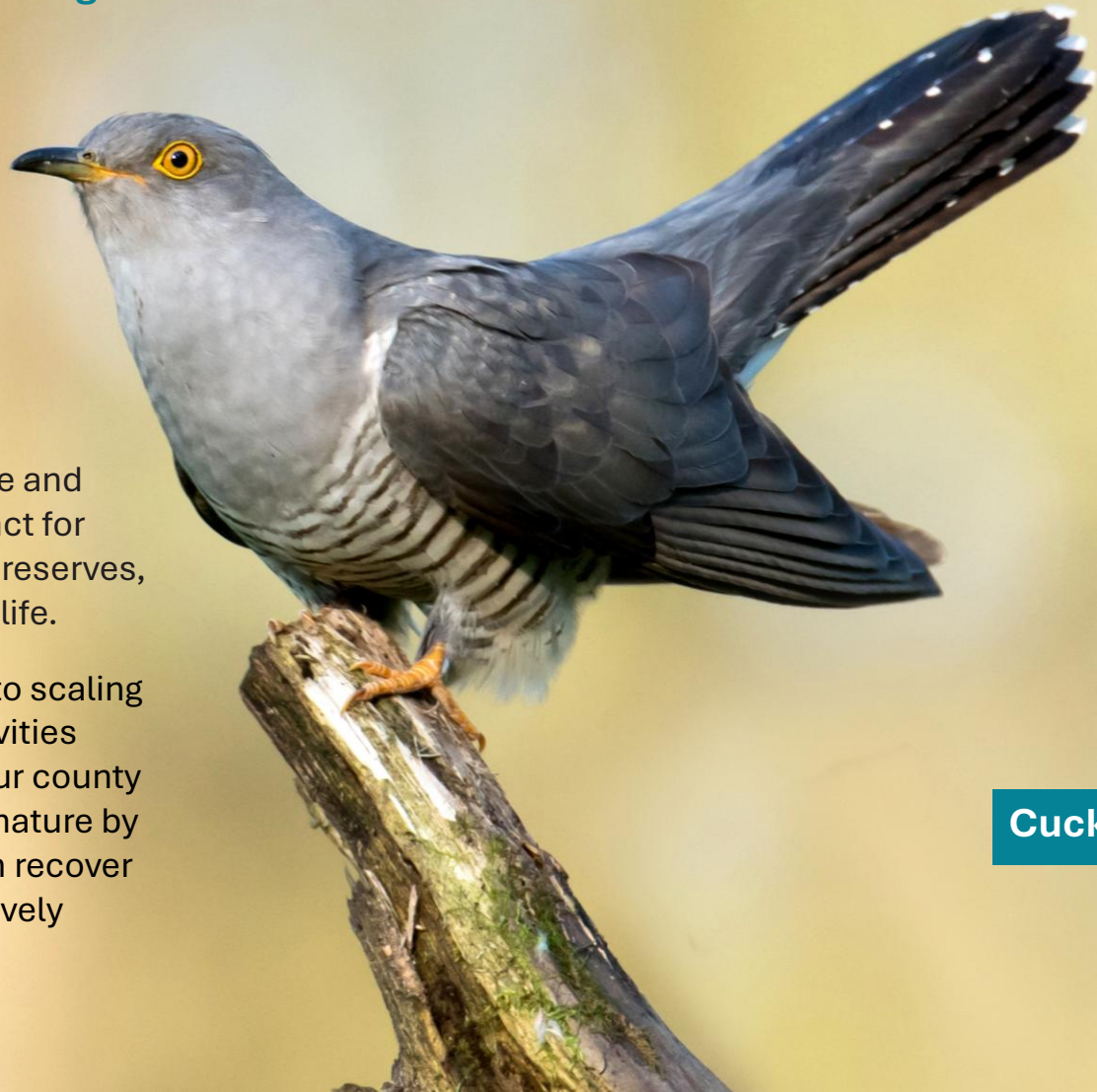
Marsh Harrier

Suffolk Wildlife Trust is the county's nature charity – protecting and restoring Suffolk's wildlife.

Since the Trust was founded in 1961, we have been leading conservation efforts in Suffolk and have safeguarded some of the county's most important wildlife areas as nature reserves.

As a grass-roots organisation, we aim to deliver our ambitious mission to **'Bringing Nature Back'** by inspiring people and empowering communities to care and to act for nature, as well as managing our 50 nature reserves, two visitor centers and advocating for wildlife.

In the decade to 2030, we are committed to scaling up our conservation and engagement activities across the county. 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.



Cuckoo

About Suffolk Wildlife Trust

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Suffolk Wildlife Trust is an organisation that makes a difference

We are a registered charity with a Board of Trustees, 100 members of staff, 1,300 volunteers and 28,000 members. The Trust is part of The Wildlife Trusts – a UK federation of 46 local Wildlife Trusts throughout the UK that together has a powerful collective voice with over 850,000 members and caring for more than 2,300 nature reserves. Suffolk Wildlife Trust have five departments, each with a senior leader or ‘Head of’ responsible for a key area of activity and a team of Managers who bring operational leadership to their area of activity.



Our culture matters to us and enables us to achieve more for wildlife

Suffolk Wildlife Trust is a gutsy organisation. We are driven by our shared values for nature & support each other to be the best we can. We constantly strive to communicate & collaborate effectively, representing the wildlife Trust in a welcoming, professional & well-informed manner.



About the Role

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Every staff role has three key areas of focus that directly support our mission to bring nature back. Typically, you should expect to spend 80% of your time on:

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.



Dormouse

2. H&S and Operational Support

- Assist in organising, supporting and delivering Trust events and meetings.
- Coordinate and arranging 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.



Frog Orchid

Our Culture

Our organisational culture matters to us and enables us to achieve more for wildlife.

Your role 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 beliefs, values, passion for nature and supporting each other – staff and volunteers - to be the best we can to deliver for nature.

We strive to communicate and collaborate brilliantly, representing Suffolk Wildlife Trust in a friendly, professional and well-informed manner.

Supporting Colleagues

This is a cross-team role, providing support to colleagues and our wonderful volunteers through the systems and processes you manage, and your can-do attitude and approach.

Our Beliefs

Everything we do, and how we do it, reflects our belief in nature:

Nature has value in its own right

The world of nature is a place for everyone

People will care more and do more to help if they feel connected to nature.

Everyone will benefit from the environmental, social and economic benefits the natural world brings to society.

Our Culture

Our culture is how we work together, to empower each other, and our county, to achieve more for nature:

We Support each other

People flourish

Agility and innovation drive success

Collaboration strengthens our impact

Everyone plays their part

Inclusively thrives



Suffolk
Wildlife
Trust



Barn Owls

	Essential	Desirable
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).		✓

Terms and Conditions

This is a full-time Apprenticeship role expected to last between 18 and 24 months. The working hours are 37.5 hours per week, Monday to Friday from 9:00am to 5:00pm. The role will be based at our Head Office Brooke House in Ashbocking and we operate flexible homeworking arrangements where colleagues spend more time working together than homeworking.

The starting salary for this apprenticeship is £14,722.50 per annum plus a £1,000 Apprenticeship Allowance to help with resources and traveling to work and college. The salary will be reviewed in the second year of the apprenticeship.

Employee Benefits

Annual leave entitlement starts at 33 days (FTE) per annum (including Bank Holidays), increasing annually to 38 days (FTE) plus employees receive an extra day off for their birthday.

We offer a 9% employer pension contribution with no employee contribution required, free 24-hour Employee Assistance Programme, free life insurance from day one of employment, free access to a private GP for themselves and their household and discounts at high street retailers. Staff can also enjoy a 10% discount in our visitor centre cafes, including retail plus public engagement staff receive logo clothing.



Kingfisher

How to apply

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To apply for this opportunity, please submit an application either directly to us via our website, through the Government's [Find an Apprenticeship Service](#) or [Suffolk New College](#).

The closing date for receipt of applications is 9:00am on Monday 22 September 2025, with interviews scheduled for Tuesday 30 September 2025 at Brooke House. Please indicate on the application your availability for interview (between 12:00 noon and 4:00pm).

If you would like an informal discussion about the role, you can email me on tony.cocca@suffolkwildlifetrust.org.

Thank you for your interest in bringing your talents to Suffolk Wildlife Trust. We look forward to receiving your application.

Tony Cocca
People & Culture Manager

Sarah McLoughlin
Operations Manager



Nightingale



**Together, we can create a
wilder Suffolk for everyone**