Suffolk Wildlife Trust

Director of Operations & Business Resilience

Closing date for applications
Wednesday 9th December 2026, 12 noon

Starting salary
£60,500 - £65,500 FTE

Suffolk Wildlife Trust is a registered charity | no. 262777

Welcome from our Chief Executive



Christine Luxton

Chief Executive

Thank you for your interest in joining Suffolk Wildlife Trust as our new Director of Operations & Business Resilience.

Our ambition is simple but far-reaching: a wilder Suffolk, where nature is thriving and abundant and everyone feels part of making that happen. Achieving this takes more than conservation expertise - it takes great people, strong foundations and an organisation ready to embrace opportunities, be operationally effective and able to respond confidently to change.

This new role is central to that ambition. Working closely with me, the Executive team and colleagues across the Trust, you will help shape how we work, strengthen our resilience and ensure our people have the systems, support and confidence to deliver for nature. It is an opportunity to bring your experience and ideas to a broad leadership role where your contribution will make a meaningful difference.

How we work together matters just as much as what we achieve. We value collaboration, trust and the willingness to try new approaches and learn from experience. I'm looking for someone who shares our purpose, enjoys working with others and can combine strategic & critical thinking with a practical & pragmatic approach to making things happen.

Thank you for considering bringing your skills and enthusiasm to Suffolk Wildlife Trust. Choosing your next role is an important decision and I would be pleased to answer your questions about the opportunity and the organisation.

Please do reach out to me to arrange a call: christine.luxton@suffolkwildlifetrust.org

About Suffolk Wildlife Trust

We are Suffolk's nature charity.

Founded in 1961, Suffolk Wildlife Trust works to protect and restore nature, inspire people to connect with the natural world and create a healthier, more sustainable future for wildlife and communities across Suffolk.

As part of the UK-wide network of Wildlife Trusts, Suffolk Wildlife Trust manages and protects a wide range of important habitats, including wetlands, woodlands, heathlands, grasslands and coastal environments in our 50 nature reserves, providing vital wild spaces for people to experience and enjoy nature.

The Trust's work extends beyond nature reserves through conservation projects, education and engagement programmes, species recovery initiatives, environmental advocacy and partnerships with landowners, businesses, schools, local authorities and communities.

With grassroots support from members, volunteers and our local communities, we are committed to creating a wilder Suffolk where nature is thriving and abundant, because everyone is united in valuing nature and doing everything in their power to help.



Cuckoo

About the role



Sea holly

This is an exciting opportunity for an experienced and inspiring senior leader to join Suffolk Wildlife Trust.

As our new Director of Operations & Business Resilience, you will play a pivotal role in shaping the future of the charity.

A member of the Executive team reporting directly to the CEO, you will be accountable for the systems, processes, policies and assurance frameworks that deliver the resilient operations and robust governance that underpin the delivery of our charitable purpose.

Suffolk Wildlife Trust is an inspiring and impactful organisation with a compelling vision for our county. As a member of the Executive team, you must be driven by our ambition for nature's recovery.

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.

We cannot afford to fail in our mission to bring nature back. The Director of Operations & Business Resilience is senior role which will shape the long-term direction, culture and success of the charity.

About the role



Lapwing

This is a broad and varied leadership role, spanning a wide range of operational and strategic activities.

Your portfolio will include people & culture, health & safety, safeguarding, EDI, IT & managed devices, cyber security, data protection, facilities and fleet management, environmental performance and insurance.

We don’t expect you to be an expert in every area of the Directorate - you will have skilled and experienced colleagues leading specialist functions Your role will be to advocate direction, provide oversight and supportive leadership beyond your own professional specialism, bringing people together to enable them to succeed.

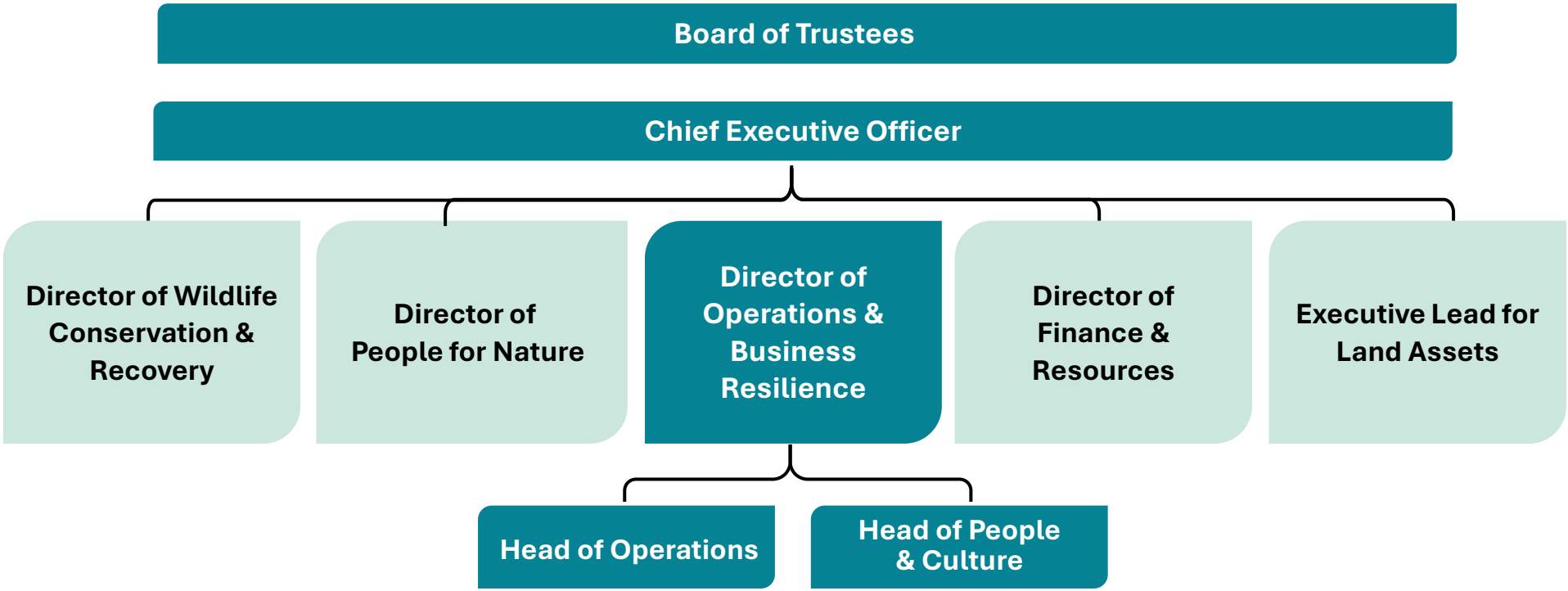
Broad knowledge across operational, governance and organisational disciplines would be valuable, but just as important will be your ability to ask the right questions, exercise sound judgement and take a positive, pragmatic and can-do approach to solving problems and supporting your team, and wider stakeholders, to keep moving the organisation forward.

Working closely with the Board of Trustees, you will play a key role in governance, acting as Secretariat to the Board and leading the development of our regulatory compliance & internal assurance framework.

About the role

Suffolk Wildlife Trust is a doing organisation.

- We are a registered charity with a Board of Trustees, 1,300 volunteers & 28,000 members.
- We employ around 100 staff across 15 departments, organised across four directorates.
- Each directorate is led by a Director, supported by their operational leadership team lead.





Suffolk Wildlife Trust is part of The Wildlife Trusts - a UK federation of 46 local Wildlife Trusts across the UK.

Thanks to our 945,000 members we have a powerful collective voice & together caring for more than 2,300 nature reserves.

Water vole

Our 2030 strategy

The Executive team drive the delivery of the Trust's 2030 strategy. The Director of Operations & Business Resilience will bring leadership, ambition and entrepreneurial flair to Goal 3, which centres on the Trust being future-ready:



Bringing nature back to Suffolk

Our vision is for a wilder Suffolk, where nature is thriving and abundant, because people are united in valuing nature, and doing everything in their power to help.

OUR 2030 GOALS	WHAT SUCCESS WILL LOOK LIKE (OUR STRATEGIC OBJECTIVES)
	ECOLOGICAL IMPACT
GOAL 1 — Nature is recovering at scale, in wildlife-rich landscapes and seas (30%)	Suffolk's landscape reflects the Lawton principles with more, bigger, better, joined up space for nature within a fully developed Nature Recovery Network.
	Our nature reserves are hotspots of biodiversity and abundance which anchor the Nature Recovery Network and seed nature's recovery.
	Nature and nature-based solutions are embedded in local decision-making, priorities and investment.
	SOCIETAL IMPACT
GOAL 2 — People in every community feel more able to take meaningful action for nature and climate, and are doing so (1 in 4)	Nature recovery is driven by an inclusive movement of people who are inspired, connected and equipped to take action for nature, individually and with their local community.
	People in Suffolk understand the natural world is the essential infrastructure society depends on, and are empowered to advocate and influence decision-making.
	FUTURE READY
GOAL 3 — The charity is an effective champion for nature, with the agility and resilience to respond to a changing world	We are a financially resilient charity, with the talent and culture to be leaders for nature.
	We are confidently adapting to climate, societal and technological change, running the charity with efficiency and purpose to maintain our impact for nature.

Our Culture

As a member of the Executive Team, the Director of Business Operations will lead by example, nurturing our culture of leadership and trust, to embed safe, inclusive and respectful work practices across everything we do.



Who we are

Suffolk Wildlife Trust's beliefs, values and culture

NATURE ANCHORS US

Everything Suffolk Wildlife Trust does, and how we do it, is anchored in our belief in the natural world.

Suffolk Wildlife Trust believes:

- Nature has value in her own right
- We all share a responsibility for nature
- Society thrives when nature thrives

We constantly strive to increase our impact for nature and reduce the environmental footprint of our activities.

OUR VALUES GUIDE US

Our values guide how we operate and the decisions we make, to achieve more for nature:

TENACITY
We lead by example and will be gutsy in our ambition for nature and how we use our voice.

INCLUSION
We value and respect diverse voices and thinking to advocate and act for nature.

PRAGMATISM
We are impact-led in the methods, solutions and partnerships we choose, to drive nature's recovery.

OUR CULTURE EMPOWERS US

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

LEADERS FOR NATURE
We give our people 'freedom within a framework' to nurture leadership, innovation and creative solutions for nature.

COLLABORATIVE
We communicate and collaborate brilliantly to amplify our impact and support each other to be the best we can be.

TRUSTING
We trust our people to act with integrity and in the charity's best interests. With this trust comes accountability and the expectation of using our resources responsibly.

PROGRESSIVE
We are evidence-informed and learn from experience, embracing new ideas and change.

SAFE
We always work safely, supporting each other with dignity and respect and reporting inappropriate behaviour.



Great crested newt

About the role - your ‘Power of 3’ job description



To focus our activities on the delivery of our strategic ambition, every role has three areas of focus known as your “Power of 3”.

Typically, you should expect to spend 80% of your time on these.

1. Operational Resilience & Risk Management

- Set organisational direction and strategic outcomes to support robust systems, processes and controls for the whole-organisation operations functions managed by the Directorate.
- Bring rigorous financial oversight and strategic resource management to our operational functions to ensure efficient and effective use of the charity’s resources.
- Monitor operational risk and controls, and proactively consider future risks and opportunities, to strengthen organisational resilience & business continuity planning.
- Mentor and facilitate the Operational Leadership Team, investing in their professional development and creating the conditions for a high-performance OLT culture which underpins confidence in our operational systems, processes and controls.
- Advocate consistently for the Trust’s beliefs, values and culture across our policies, process and practices, to align our ambition with our lived experience.
- Lead on climate resilience and environmental sustainability, championing the Trust’s ethical and environmental standards across our operational delivery, including our carbon reduction pathway.
- Foster Suffolk Wildlife Trust’s voluntary character, ensuring that volunteers remain integral to the operation of the organisation as part of a highly motivated team of staff and volunteers.
- Report on strategic and financial performance against operational objectives.

About the role - your ‘Power of 3’ job description



2. Governance & Legal

- Act as secretariat to the Board of Trustees, to strengthen Board effectiveness and focus, and facilitate governance & policy oversight, aligned to the Trust’s Articles of Association and Charity Governance Code.
- Establish a whole-Trust regulatory compliance and internal assurance framework to ensure all operations comply with legal requirements, ISO requirements and the regulatory framework for charities as well as our internal policies and ethical and environmental standards.
- Maintain an overview of legislative, regulatory and governance issues which may impact the Trust.
- Maintain a proactive, collaborative relationship with the Trust’s insurance providers to ensure cost effective insurance cover for our current operations and needs, address the evolving risks and support comprehensive risk management to build resilience.
- Provide leadership on legal issues and documents, including contract management processes.
- Represent Suffolk Wildlife Trust or its subsidiaries on external partnership Boards and within The Wildlife Trusts federation.

About the role - your ‘Power of 3’ job description



3. Organisational Leadership

- As a member of the Executive team, play a full role in the operational and strategic decision making of the Trust, including strategy and priority setting, organisational risk management, policy and processes, budget setting and budget management, income generation and business development, staff and volunteer processes.
- Work effectively with the Board of Trustees, to facilitate good governance and high quality decision making, including, preparing papers for Board decisions and investment, reporting to the Board on key areas of responsibility and strategic delivery and attending Board meetings, at the invitation of the Board to support discussion and decision-making.
- Lead by example and actively nurture a whole-Trust culture of leadership and trust, working collaboratively with colleagues and learning through doing, to amplify our impact for nature and embed safe, inclusive and respectful work practices across everything we do

About you - Person specification


Ladybird – Kevin Sawford

This is a career-defining opportunity to take on an influential leadership role at a pivotal time for nature's recovery.

- Highly motivated by Suffolk Wildlife Trust's mission to bring nature back to Suffolk.
- Track record in a senior role, evidencing strategic leadership, personal accountability and resilience.
- Track record of leading operational or governance functions, evidencing strategic oversight and risk management beyond your professional specialism and leadership under pressure.
- A track record of positive change management, working collaboratively across departments on organisational culture, processes, resilience and compliance - and calling out under performance.
- Strong analytical and problem-solving skills, using data, evidence and management information to identify issues, assess options and support decision making.
- Confident and inclusive digital leader, with an understanding of how technology, data, cyber security and emerging technologies can improve organisational effectiveness while managing associated risks.
- Track record of horizon scanning - for opportunity as well as risk.
- Personal integrity and honesty - confidentiality and the sensitive handling of business and personal information are integral to this role.
- Highly proficient communicator able to operate effectively with, colleagues, Trustees, partners and external stakeholders.

Terms & conditions



Black cap

Terms & Conditions

- **This is a permanent, full-time position working 37.5 hours per week**
- **Starting salary £60,500 – £65,500 FTE depending on relevant skills, knowledge and experience**

We are open to a discussion about part-time of 30+ hours per week. Please indicate your preference on your application.

We operate flexible homeworking arrangements with colleagues expected to spend more time working together than homeworking.

The base of work will be Brooke House, Ashbocking. IP6 9JY

Terms & conditions



Barn owl

Employee Benefits

- **9% employer pension contribution with no employee contribution requirement**
- **38 days annual leave per annum (including Bank Holidays)**

Additional benefits enjoyed by our employees include:

- An additional day's holiday for your birthday
- 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
- Discounts at high street retailers & salary sacrifice schemes

Disability Confident Employer

We are a Disability Confident employer committed to making our recruitment processes & workplace culture inclusive and fair for all.

Information can be provided in alternative & accessible formats on request to peopleandculture@suffolkwildlifetrust.org.

We offer an interview to disabled applicants who meet the minimum criteria for the role and provide reasonable adjustments where needed during recruitment and in the workplace.

How to apply

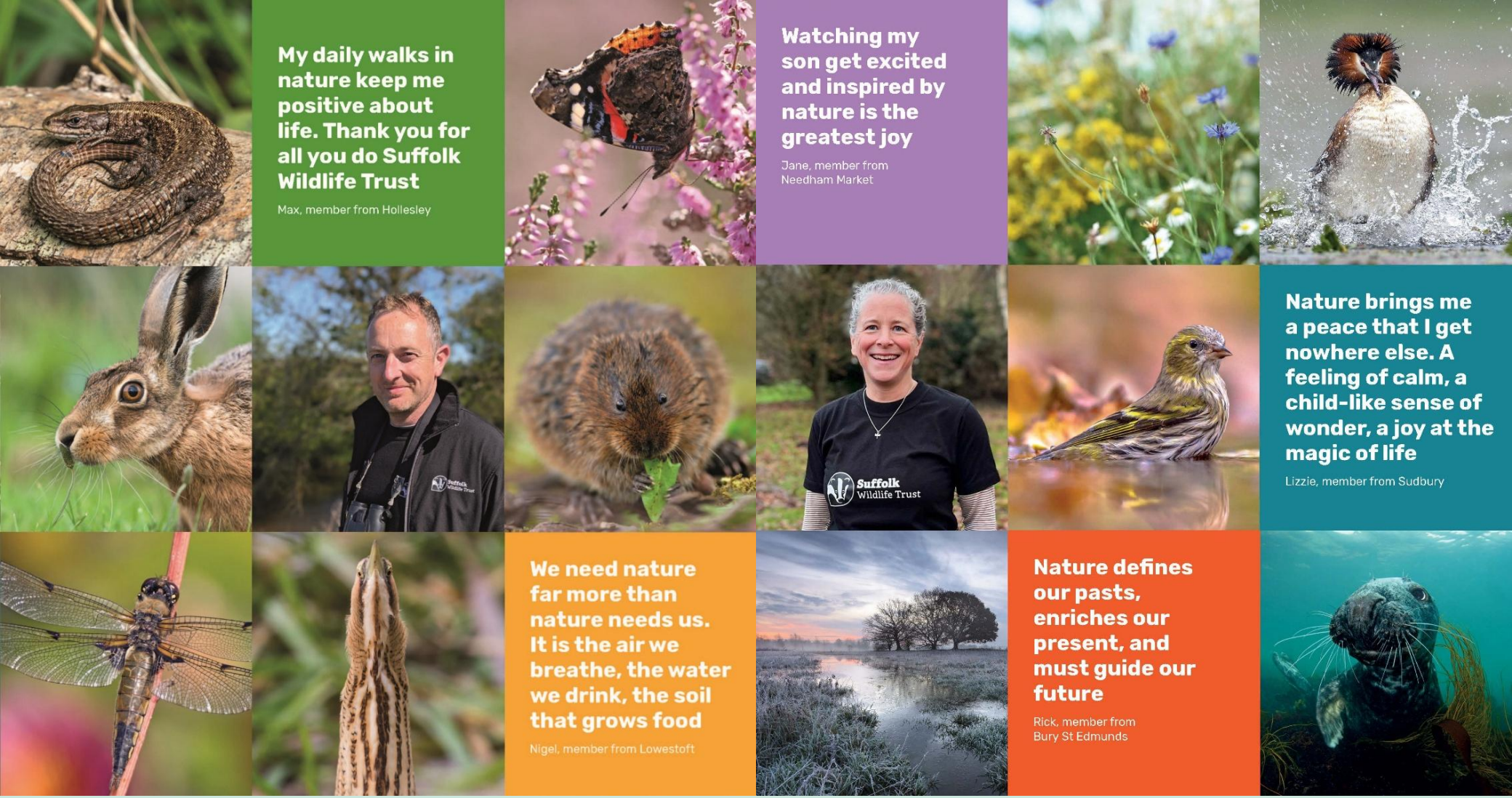
To apply for this opportunity, please submit an online application via our website by 12 noon on Wednesday 9th December 2026.

Interviews will be held on Tuesday 15th December 2026 at Brooke House, IP6 9JY.

If you would like to arrange an informal discussion about the role with our Chief Executive, please email: christine.luxton@suffolkwildlifetrust.org



Hare



Suffolk Wildlife Trust

Thank you for your interest in bringing your talent, experience and skills to Suffolk Wildlife Trust.

We look forward to receiving your application.