Suffolk Wildlife Trust

ROLE DESCRIPTION & PERSON SPECIFICATION

DIRECTOR OF OPERATIONS & BUSINESS RESILIENCE

BASE OF WORK
Brooke House with regular travel across the county.

REPORTING TO
Chief Executive Officer

RESPONSIBLE FOR
Head of Operations, Head of People & Culture

ROLE PURPOSE
The Director of Operations & Business Resilience is a member of the Executive team, reporting directly to the CEO and 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 this ambition for nature's recovery: **A wilder Suffolk, where nature is thriving and abundant, because everyone is united in valuing nature and doing everything in their power 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.

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

1. Goal 1: Nature is recovering at scale, in wildlife-rich landscapes and seas.
2. Goal 2: People in every community feel more able to take meaningful action for nature and climate, and are doing so.
3. Goal 3: The charity is an effective champion for nature, with the agility and resilience to respond to a changing world.

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.

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 areas:

1) **Operational Resilience & Risk Management**
   Operational functions within the Directorate include Human Resources, Health & Safety, Safeguarding, EDI, Contracts, IT & Managed Devices, Cyber Security, AI, Data Protection & Data Management, Facilities Management, Fleet Management, Environmental performance and Insurance:
   - 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 and 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.

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.

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

PERSON SPECIFICATION

- 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, evidencing the use of 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.

ADDITIONAL INFORMATION

- Fulfilling this role effectively will entail evening and weekend working, in service of the Board and external stakeholders.
- The role requires the ability to drive, including a full driving licence and use of a vehicle, though pool vehicles may sometimes be available.

OUR BELIEFS, VALUES & CULTURE

At Suffolk Wildlife Trust, our organisational culture matters. It helps us achieve more for wildlife and shapes how we work together every day. Your job description sets out what you'll do; what matters just as much is how you do it. We are a gutsy organisation - showing courage, determination & spirit - learning from experience and embracing new ideas. We are driven by our shared beliefs, organisational values and passion to achieve more for nature, and by supporting one another, staff & volunteers, to deliver our best.

Everything we do is anchored in our fundamental belief in the natural world: nature has value in its own right, we all share a responsibility for it and society thrives when nature thrives. Our values guide our decisions and how we operate: we show **tenacity** by leading by example and using our voice boldly for nature; we champion **inclusion** by valuing and respecting diverse voices and thinking; and we practise **pragmatism** by focusing on impact & choosing the methods, solutions and partnerships that best support nature's recovery. Our culture brings these beliefs and values to life: we are leaders for nature, collaborative and trusting; we are progressive and evidence-led and we always work safely and respectfully.

WILD ABOUT INCLUSION

We are committed to being an inclusive organisation where everyone is welcome. As a conservation charity, we recognise the value of diversity both in nature and in our staff and volunteers. Suffolk Wildlife Trust is an organisation where everyone feels respected, valued & empowered to contribute, so that together we can deliver our vision, mission and strategic goals for a wilder Suffolk.