



Job title: Operations Assistant

Main role purpose:

To support the Trust improve efficiency in its day-to-day operations and build capacity in preparation to deliver a large, grant-funded project – Hereford River City.

Status: Part-time 0.5 FTE (18 hours a week)

Term: Fixed Term until 30 June 2027

Salary: £25,500 FTE (pro rata)

Reports to: Operations Manager

Location: Queenswood Country Park, home working

Management responsibility: None

Liaison with: Herefordshire Wildlife Trust staff and volunteers

Project overview:

The Hereford River City project aims to restore, reconnect and celebrate Hereford city's waterways and wetlands. It will explore the history of the city's green and blue corridors, restore the wildlife habitats and corridors and connect communities to past and present natural history.

New habitats will be created at key locations on the Yazor, Widemarsh and Newton Brooks. Volunteer groups and citizen science groups will run regular restoration activities. The city's watercourses will be cleaner and with wildlife thriving within and around them. Access will be improved with signposting, trails and physical and digital interpretation showcasing the natural and social heritage of the watercourses.

We will collaborate with communities to improve people's connection to nature, to improve their mental wellbeing and sense of place. We will co-create participatory activities including volunteering and training opportunities. We will harness the arts and natural play to engage diverse audiences in new ways. We will research, share and celebrate the economic and social histories of the waterways and water meadows.

Main responsibilities

- Support the Operations Manager to update policies and procedures and embed them in the organisation. This will include work to improve recruitment and selection processes, onboarding and induction, and health and safety procedures.

- Administration support to other areas of the Trust to prepare for the Hereford River City project, including fundraising, finance and volunteer teams.
- Support HR recruitment cycles for new employees, particularly for the Hereford River City project, including advertising, pre-employment checks and the induction process.
- Support planning and booking of staff and volunteer training, ensuring training records are uploaded onto the HR system.
- Maintain up to date records, and support the organisation and management of digital information and updating our digital processes.
- Support the implementation and delivery of the Trust's EDI action plan.

Other duties

- Take responsibility for your own personal and professional development.
- Act as an ambassador for Herefordshire Wildlife Trust, building and maintaining positive relationships with volunteers, members of the public and other stakeholders.
- Be an advocate for Trust membership.
- Comply with all other organisational policies and relevant legislation e.g. Equal Opportunities – it being the responsibility of the post holder to make themselves aware of such items.
- Undertake health and safety duties commensurate with the post and as detailed in the Trust's Health and Safety policy.

Person specification

Essential qualifications and experience

- A Level/BTEC in Business or equivalent.
- Work experience in an office setting.
- Experience of working to tight deadlines.

Essential skills

- Strong digital proficiency with Microsoft Office.
- Excellent organisational / admin skills and good attention to detail.
- Good written and communication skills.

Desirable skills

- Experience working within the charity sector.
- Experience of Teams and SharePoint.
- Minute taking.

Personal attributes

- Proactive and enthusiastic.
- Curious.
- Self-disciplined, self-motivated.

Commitment to Diversity and Inclusion

We are committed to creating an inclusive workplace where everyone feels valued and respected. We actively encourage applications from individuals who are underrepresented in the conservation sector, including, but not limited to, people from minority ethnic backgrounds, women, LGBTQ+ individuals, disabled people, and those from socio-economically disadvantaged groups. If you require any reasonable adjustments during the recruitment process, please let us know. We use an anonymised shortlisting process which means that personal details such as name, age, gender, and other identifying

information are removed from applications before they are reviewed. Our focus is on your skills, experience, and potential to succeed in the role.



Using money raised by National Lottery players, The National Lottery Heritage Fund supports projects that connect people and communities with the UK's heritage. The Hereford River City project is made possible with The National Lottery Heritage Fund.