



WHITLEY FUND FOR NATURE

OPERATIONS MANAGER – JOB SPECIFICATION

The Whitley Fund for Nature (WFN)

WFN is a UK-registered charity (www.whitleyaward.org no. 1081455) offering funding (Awards), training and media profile to inspiring leaders of wildlife conservation projects across the Global South. We support pragmatic, sustainable and long-lasting work rooted in science and community involvement. The charity funds projects directly and we remain in regular contact with our winners. WFN also raises awareness of the serious problems facing wildlife, landscapes, climate and people through promoting the work of our winners. We focus support on nationals (leaders who were either born in the country where they work or have gained nationality) and aim to build the capacity of successful local NGOs and grassroots work. We fund mainly in Africa, Asia and Latin America where income is often hardest to raise and can have the biggest impact for people and biodiversity. Our funding is raised each year, mainly from family foundations and trusts, as well as from individuals, corporates and international NGOs, with a current annual income of £2m/year. WFN is governed by a committed trustee board. Our small team is dynamic, hard-working and strives to go above and beyond expectations. The charity benefits from high profile support from Patron, HRH The Princess Royal, Trustee Sir David Attenborough, and Ambassadors Kate Humble and Tom Heap. Next year, WFN will be marking its 30th anniversary, which provides a special opportunity to celebrate 30 years of supporting inspiring conservation leaders, and to look to the future. In line with our ambition to raise £3m/year by 2025, we are expanding our team to meet targets and increase the amount of support we can channel to our growing network of conservationists around the world as we seek to further raise their profile and foster south-south collaborations among WFN alumni.

OPERATIONS MANAGER - JOB SPECIFICATION *REPORTING TO DIRECTOR*

OFFICE / FACILITIES MANAGEMENT

Smooth running of the WFN office, facilities and IT systems is vital for the charity and team to work effectively. The WFN office is a busy and welcoming team environment, with regular visits by winners and supporters.

General

- Ensure phones are always covered and promptly answered
- Supervise answering machine and deal promptly with messages
- Greet visitors
- Maintain the appearance of the office
- Manage office cleaner (currently through Helping)
- Liaise and negotiate with suppliers and order office supplies (e.g. stationery, merchandising, refreshments, cleaning materials etc.)
- Oversee office moves where necessary (next planned move October 2022)
- Act with service companies and landlord to maintain office facilities and utilities
- First point of contact for building and maintenance, e.g. gas, electric, plumbing, repairs
- Establish and maintain administrative processes to optimise efficiency, and troubleshoot any arising issues in a timely manner (e.g. office repair, systems management)
- Maintain and improve environmentally sustainable processes across WFN operations

and ensure team compliance

- Report to the Director regularly on any issues, so they have the right information to ensure our office runs smoothly

Team

- Take minutes at weekly team meeting, reporting back on points as appropriate
- Manage the team diary, helping organise meetings and away days, booking taxis, restaurants, etc
- Arrange team travel, visas and accommodation, hospitality for winners/donors, coordinating briefings for trips/events
- Organise volunteers throughout the year to assist with specific tasks as needed. Manage volunteer placements
- Organise virtual meetings via Zoom
- Draft/copy/post/file correspondence when required
- Review and respond to general email enquiries (info@ inbox)

I.T.

- First point of call for technical problems with computers, printers, internet, server, phones, etc
- Troubleshoot and liaise with suppliers to resolve issues where necessary
- Liaise with external IT supplier when required for system fixes, upgrades, etc. (currently Snake Eyes computers)
- Arrange set-up of new staff on computers and e-mail addresses
- Manage allocation and maintenance of IT equipment, including team laptops for remote working
- Maintain back-up, storage and retrieval of WFN data, including server and cloud system
- Report to the Director regularly on any IT issues, including necessary upgrades, to ensure our IT is fit for purpose

Database Management (Salesforce)

- Provide day-to-day support to the team on Salesforce operational and technical issues
- Lead development of the database to best serve the needs of the team and deliver up-to-date accurate donor and grantee information, including but not limited to: improving efficiency, data retrieval and generation of regular reports, accurate data input, integration of Salesforce tools into team working patterns. With team, identify gaps in data and processes and develop work plan to address
- Liaise with Salesforce developer, Shonet, to receive external support regarding fixes where we cannot perform them internally
- Lead relationship with supplier of online payment gateway, currently Payments2Us
- Ensure data is protected/ managed appropriately in compliance with the UK Data Protection Act 2018, and champion this within the team
- Data input and report creation, which may include:
 - Working with the Head of Finance, ensuring all donations are recorded in Salesforce
 - Maintaining database contact information (grantees, donors, suppliers), with regular pushes to complete missing data (email, addresses, telephone etc.)
 - Maintaining up-to-date fundraising and grant-giving information

- Provision of reports for Director and Trustees on request
- Regular cleaning of historic data
- Report to the Director on any database issues, including necessary upgrades, to ensure our database is fit for purpose

EVENTS

Whitley Awards Ceremony

The Whitley Awards are the result of an international search to find, fund, train and put a spotlight on outstanding grassroots leaders and their conservation projects. Finalists are invited to London for a week of training and events, culminating with the Whitley Awards Ceremony, where winners receive their Awards from WFN Patron, HRH The Princess Royal in front of 450 guests.

Main responsibilities include:

- Guest list management - prepare invitation list in Salesforce for Whitley Awards Ceremony based on criteria set by the Director and Head of Partnerships (HoP). Manage RSVPs in Salesforce (including campaign and member status, household, contact and donations)
- Assist the team in planning and delivery of the Awards Ceremony and other associated events during the Whitley Awards week. Main activities will likely include:
 - Support in the organisation of events as required during the Awards week including the Friends Reception, Ceremony and NGO Reception
 - Event logistics (venue hire, catering, trophies, flowers, merchandise, gifts)
 - Organise Ceremony volunteers
 - Prior to the event, prepare and print final guest list from Salesforce
 - Post event, update Salesforce with a complete record of those who attended
 - Collate feedback from attendees and winners

Throughout the year WFN holds other fundraising events ranging from intimate dinners with winners and supporters, to major fundraising events such as public lectures and Galas which would require the OM to assist with, as necessary.

FUNDRAISING SUPPORT

This financial year WFN is set to hit our income target of £2m. Our ambition is to increase income to £3m p.a. by 2025 to support our winners.

- Support the Head of Partnerships with entry of Major Donor data into the database where required and the filing of documents on the server
- Lead on entry of Friends data into the database (e.g. to whom invitations sent, event attendance, contact, Gift Aid status, wish to remain anon etc)
- Create Salesforce reports relating to fundraising where required

CONSERVATION PROGRAMMES SUPPORT

Over the past 29 years WFN has given £20 million to support the work of 200 conservation leaders in 80 countries across the Global South.

Grants

- Support the Head of Grants (HoG) with filing of documents on the server, entry of winner data into the Salesforce and creation of reports relating to winners and grant giving data
- Assist HoG with streamlining monitoring processes to maximise utility of Salesforce software (e.g. adding new metrics)

OPERATIONS RESPONSIBILITIES

- Act as Data Protection champion, ensuring team and charity practices are in line with current Data Protection regulation (with Director support)
- Maintain responsibility for the office petty cash
- Act as the charity's nominated fire officer and as the person responsible for compliance with fire regulations
- Act as the charity's health and safety officer and ensure compliance with health and safety regulations
- Administrative tasks to support the Head of Finance
- Budget - Follow the charity's financial procedures, negotiate and agree terms with the suppliers of all activities delegated to your post (as agreed at the annual budget meeting) and ensure the costs of the activities do not exceed the budgeted level without appropriate authority
- Other duties as may be requested from time to time. This job description is not exhaustive and may evolve