The Wildlife Trusts

GIS SUPPORT OFFICER
RECRUITMENT PACK

Salary: £25,000 per annum
Location: Hybrid working with regular travel to other places of work
Full time (35 hours per week)
Permanent contract

disability confident EMPLOYER

Living Wage Employer

FAMILY BIRD WATCHING © DAVID TIPLING/2020VISION

About Us

The Wildlife Trusts are a grassroots movement of people from a wide range of backgrounds and all walks of life, who believe that we need nature and nature needs us. We have more than 944,000 members, over 38,000 volunteers, 3,600 staff and 600 trustees. There are 46 individual Wildlife Trusts, each of which is a place-based independent charity with its own legal identity, formed by groups of people getting together and working with others to make a positive difference to wildlife and future generations, starting where they live and work.

Every Wildlife Trust is part of The Wildlife Trusts federation and a corporate member of the Royal Society of Wildlife Trusts, a registered charity in its own right founded in 1912 and one of the founding members of IUCN – the International Union for the Conservation of Nature. Taken together this federation of 47 charities is known as The Wildlife Trusts.

The next few years will be critical in determining what kind of world we all live in. We need to urgently reverse the loss of wildlife and put nature into recovery at scale if we are to prevent climate and ecological disaster. We recognise that this will require big, bold changes in the way The Wildlife Trusts work, not least in how we mobilise others and support them to organise within their own communities.

About You

We are looking for a people-focused GIS enthusiast to join our team!

In this role, you will work with the GIS Manager to help manage our cloud-based GIS platform, ensuring it runs smoothly for all users. You will need to be comfortable with technology and have the ability to communicate effectively with a variety of stakeholders, developing new services, being responsive to user needs and providing customer support. You will be providing support and training to ensure everyone is getting the most out of the system. If you are someone who thrives in a collaborative environment, enjoys problem-solving, and loves helping others succeed, we want to hear from you!

You will have excellent skills and experience in working collaboratively and have a passion for data and GIS. You will understand cloud-based GIS technologies and a willingness to learn and develop. Having the ability to be self-motivated and be an effective communicator is also essential.

The Wildlife Trusts value passion, respect, trust, integrity, pragmatic activism and strength in diversity. Whilst we are passionate in promoting our aims, we are not judgmental and are inclusive. We particularly encourage applications from people who are underrepresented within our sector, including people from minority backgrounds and people with disabilities. We are committed to creating a movement that recognises and truly values individual differences and identities.

RSWT take our Safeguarding responsibilities extremely seriously. Please click here to read our commitment statement. The Royal Society of Wildlife Trusts is committed to safeguarding and promoting the welfare of children and adults at risk. For applicable roles, applicants must be willing to undergo checks with past employers and Disclosure and Barring Service checks at the eligible level.

As a Disability Confident employer, we are committed to offering an interview to anyone with a disability that meets all the essential criteria for the post. Please let us know if you require any adjustments to make our recruitment process more accessible.

RSWT are committed to increasing the diversity of its staff through its Levelling the Field recruitment pledge and will put any ethnic minority applicants that meet all the essential criteria for the post through to the next stage of recruitment.

Please be aware we may not accept applications if we have reason to believe they have been wholly produced using generative AI tools.

Job Description – Overall Purpose of the job

- You will work as a key part of the Landscape Recovery team as a GIS Support Officer. You will support the GIS Manager in overseeing the daily operations and maintenance of our cloud-based GIS platform, ensuring its performance, security, and usability for all users. You will work closely with individual Wildlife Trusts and cross-functional teams including the Digital Transformation team within RSWT to optimise workflows, implement system updates, and provide technical support to users, ensuring the platform remains reliable and efficient in meeting our core business needs
- You will also work with the GIS Manager to help provide strategic direction, customer support and guidance to all users of the common GIS Platform and to help design and deliver resources and training through a variety of means.

Job Description – Main Responsibilities

- Support the GIS Manager to define and deliver the GIS backlog and programme of work for RSWT.
- Assist with the administration and ongoing management of the common GIS platform and associated GIS helpdesk.
- Using the capabilities within ArcGIS Online to develop services tools and apps to support a variety of use cases across the Wildlife Trusts, deploying on both web and mobile.
- Documenting technical workflows and decisions made with respect to GIS application developments.

- Support GIS end users through training and support as well as the creation of intuitive applications and excellent ongoing customer service.
- Responsible for maintaining and stewarding GIS datasets and systems, including those already identified above.
- Support the GIS Manager in identifying opportunities for the organisation to work with GIS in a more effective and/or efficient manner.
- Work with the Digital Transformation team to ensure the data lake supports geospatial use cases.
- Ensure that end users, customers and other stakeholders are heard and their views are appropriately represented in the Wildlife Trust's GIS Community of Practice sessions.
- Contribute to the creation and delivery of the Geospatial Data Strategy, ensuring that our data is correct and current and meets the needs of the organisation.
- Provide any other support needed within the spatial evidence work stream.

Occasional travel may be required within the UK.

For the organisation to work effectively you may be required to assist with other areas of work and therefore, you should be prepared to undertake other duties appropriate to the post, and any other reasonable duties required.

All staff are ambassadors for the organisation both internally and externally and are expected to act in a professional manner at all times. They are required to abide by organisational rules, policies and procedures as laid down in the staff handbook, adopt environmentally friendly working practices, set and maintain high personal standards of efficiency and customer care and foster a 'can do' culture based on ownership, initiative, teamwork and exchange of information.

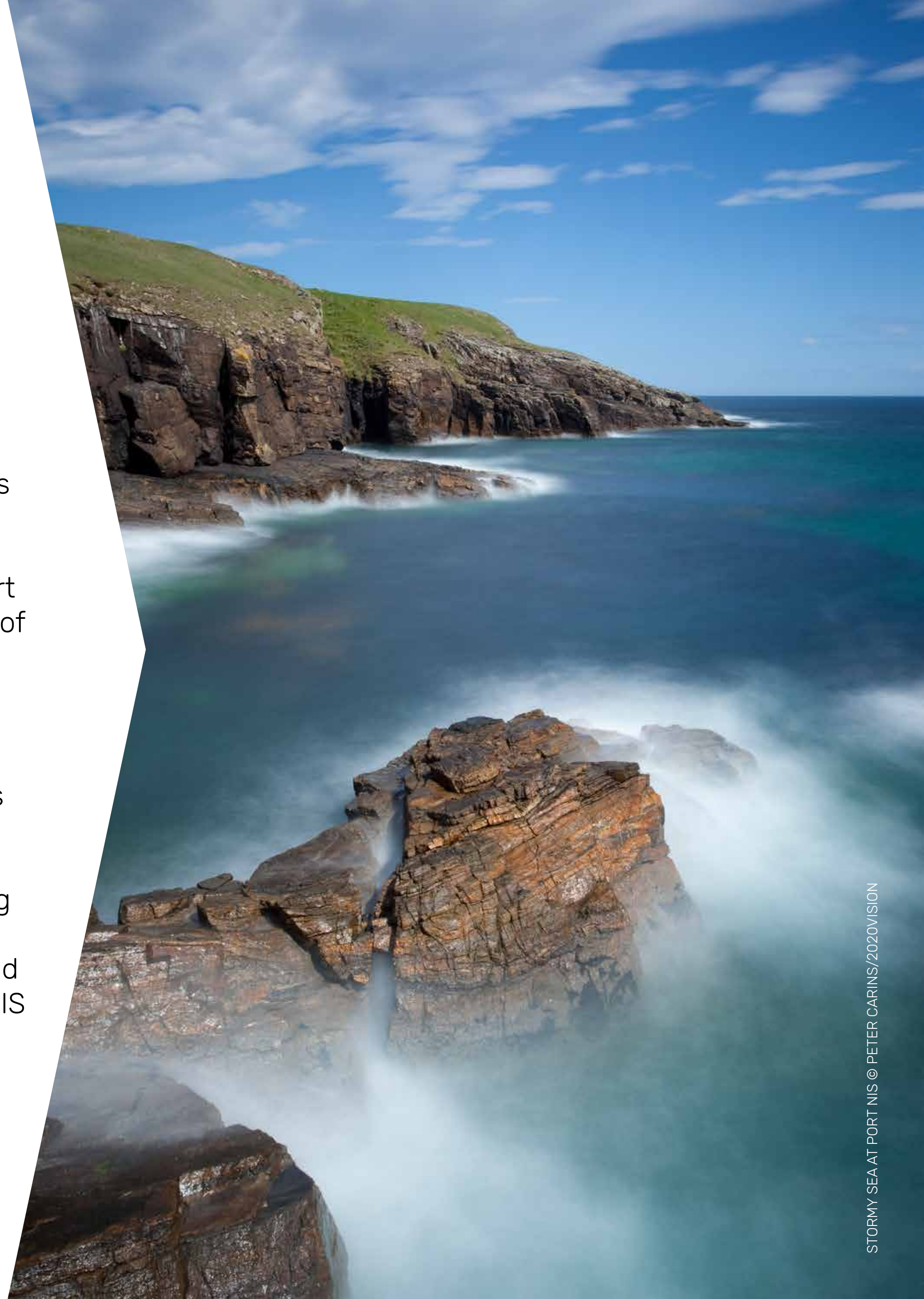# Person Specification

Essential

- Personal Qualities:
  - Friendly, approachable, and committed to providing excellent support to colleagues
  - Flexible and adaptable to evolving priorities in a dynamic team environment
  - Team-oriented and collaborative, with a desire to help others succeed

- Key Competencies:
  - Proven ability to assist users of varying technical skill levels with troubleshooting, guidance, and training on GIS tools and best practices
  - Skilled in facilitating a community of practice, including running knowledge-sharing sessions via online platforms and maintaining engagement through intranet content

- Experience:
  - Experience supporting a multi-user GIS environment, including managing content, groups, and user permissions
  - Experience creating and maintaining user support materials, including guidance documents, video walkthroughs, and intranet resources
  - Experience facilitating or coordinating a Community of Practice or similar peer learning network

- Knowledge and skills:
  - Excellent verbal and written communication skills; able to explain complex ideas to non-technical audiences
  - Strong understanding of GIS platforms (e.g., ArcGIS Online, ArcGIS Pro, QGIS, or similar cloud-based systems)

Person Specification

Desirable

- Personal Qualities:
  - Passionate about using geospatial technology to support environmental and organisational goals
  - Proactive and self-motivated, with a willingness to take initiative and solve problems
  - High level of self-motivation and enthusiasm

- Key Competencies:
  - Ability to support, monitor and maintain a cloud GIS platform (ArcGIS online) with a large user base, ensuring stable performance and effective access management
  - Strong organisational skills and the ability to manage requests and priorities effectively
  - Ability to work across teams and build strong relationships with both technical and non-technical stakeholders

- Experience:
  - Experience providing technical support and training to a range of users, including through virtual channels such as MS Teams
  - Familiarity with managing communication channels such as MS Teams and intranet platforms for user engagement and support
  - Experience working collaboratively as part of a team

- Knowledge and skills:
  - Working knowledge of UX best practices as applied to GIS application development
  - Strong problem-solving mindset; curious, resourceful, and efficient in troubleshooting issues
  - Awareness of data governance, privacy, and security considerations in a cloud-based GIS environment

![The Wildlife Trusts logo]

Additional benefits of working for The Wildlife Trusts

- Private medical insurance
- Electric vehicle salary sacrifice scheme
- 26 days holiday per year plus 8 bank holidays
- 4 Concessionary Days
- Non-contributory Life Assurance Scheme
- Generous pension contribution
- Charity worker discount
- Employee Assistance Programme

Closing date for applications: 17th August 2025
First interview: 28th August 2025
Second interview: 5th September 2025