



The
Wildlife
Trusts

BUSINESS SERVICES MANAGER

RECRUITMENT PACK

Salary: up to £45,000 per annum.

Location: This role is predominantly home-based with occasional travel to locations across the UK / Newark office. Office facilities are available (Tuesday to Thursday) at our Newark office at The Kiln, Waterside, Mather Road, Newark, NG24 1WT for those within easy travelling distance.

Benefits: Private medical insurance, staff electric vehicle scheme, generous pension and annual leave entitlement.

Full time: 35 hours per week, Mondays to Fridays.

Permanent Contract



Royal Society of Wildlife Trusts
Registered Charity N° 207238
© Royal Society of Wildlife Trusts 2026



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 945,000 members, over 33,000 volunteers, 4,100 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

As Business Services Manager, you will play a key role in translating [2030 Strategy](#) into operational reality across the Wildlife Trusts federation. You will work with Trusts to support the transition from strategic intent to practical delivery, helping them adopt an improved operating model while respecting local context.

You will act as a connector between strategy, services and delivery; supporting Wildlife Trusts to access and engage with services more easily, tracking needs and uptake, and working closely with service owners and delivery teams to improve service performance, benefits realisation and impact measurement.

As Business Services Manager, you will be pragmatic and collaborative with experience working across strategy, services and delivery in complex, federated or multi stakeholder environments. You will be motivated by helping organisations turn strategy into action, supporting improvement in operating models and ways of working.

You will have proven account management skills and be comfortable working directly with a range of stakeholders, including Wildlife Trust leaders, service owners and delivery teams, and be able to adapt your approach to different contexts. You will have excellent problem solving skills, using insight and evidence to identify gaps, recommend solutions and support practical change.

You will bring experience in service design, service performance, organisational improvement or portfolio level working, with the ability to track engagement, performance and benefits in a clear and meaningful way. You will be confident selling services internally and able to spot opportunities to join up activity across teams and services to reduce friction and improve outcomes.

If you are a relationship focused, delivery oriented professional with a passion for improving organisational capability and making services work better for people, we encourage you to apply.



Our Culture

At RSWT, people are at the heart of everything we do, we are committed to promoting positive wellbeing, supporting our colleagues to grow, make a meaningful contribution and help deliver greater impact for nature, climate and communities. Through learning, development and collaboration, we aim to foster an inclusive, supportive and [values](#)-led culture where colleagues feel confident to share ideas, contribute their perspectives, challenge constructively and learn from experience.

We are committed to providing a safe, respectful and inclusive environment and maintain a zero-tolerance policy towards any form of discrimination, harassment (including sexual harassment) or abuse. This extends to all interactions with our employees by third parties, including clients, contractors, suppliers and visitors.

We encourage everyone to bring their authentic selves to work and to feel comfortable and confident in their working environment. Whether working from home, in the office, outdoors or in the community with key stakeholders, we trust colleagues to use their judgement and managers' guidance to dress appropriately reflecting our values and professionalism.

Learning and Development

At RSWT, we believe that learning and development are essential to helping people thrive, grow and make a real impact. From a supportive induction that helps you feel welcomed from day one, to formal qualifications, mentoring opportunities and access to high-quality learning from across The Wildlife Trusts, we'll support your development in a way which works best for you.

You can explore new skills through our learning platform - WildLearn, join colleagues from across the federation through Wild About Learning external training, take part in Communities of Practice or stretch yourself through cross-team projects and new challenges. We'll also support you to share your expertise and build connections with colleagues from across the Federation. Whether you learn best through training, collaboration, hands-on experience or by developing others, you'll find a wide range of opportunities to grow your knowledge, share your skills and build your confidence.

Safeguarding

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

The Wildlife Trusts embrace passion, respect, trust, integrity, pragmatic activism, and strength in diversity. We are passionate in promoting our aims, and we pride ourselves on being inclusive. We strongly encourage applications from people who are underrepresented within our sector, including those from minority backgrounds and people with disabilities. We are committed to creating a movement that recognises and truly values individual differences and identities.

Disability Confident Scheme

At Royal Society of Wildlife Trusts we are committed to fostering an inclusive, equitable, and welcoming recruitment experience for all applicants. Applicants with disabilities will be considered for the next stage of the selection process should they meet all the minimum criteria for the role outlined in the person specification detailed as essential criteria in the recruitment pack. As part of our Disability Confident Scheme, RSWT offers an interview to a fair and proportionate number of applicants with disabilities and therefore not all applicants with disabilities would be entitled to an interview as they must still satisfy the minimum requirements for the job. This commitment is designed to help reduce barriers and promote equal opportunity. We actively work to remove barriers throughout the recruitment journey and are dedicated to creating an accessible and supportive recruitment experience by offering reasonable adjustments at every stage of the recruitment process, as well as within the workplace. If you would benefit from any adjustments to support you during your application or interview process, please let us know and we will be pleased to put the appropriate support in place.

Levelling the Field Pledge

Royal Society of Wildlife Trusts are committed to increasing the diversity of its staff through its Levelling the Field recruitment pledge. We strive to ensure a fair and welcoming recruitment process for all applicants, encouraging those from ethnic minority backgrounds to apply. Our pledge underlines our determination to foster diversity and equal opportunities within our organisation. We particularly encourage applications from people who are underrepresented within our sector. Applicants from ethnic minority backgrounds, will be considered for the next stage of the selection process should they meet all the minimum criteria for the role outlined in the person specification detailed as essential criteria in the recruitment pack. RSWT offers an interview to a fair and proportionate number of applicants of ethnic minority background and therefore not all applicants of ethnic minority would be entitled to an interview.

Use of AI

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



Overall Purpose of the Job

Team: Business Services
Responsible to: Business Services Director
Responsible for: No direct reports at this stage

- ▢ **Strategy to Operations** – Drive the transition from Strategy 2030 into clear, practical and deliverable operational change across the Wildlife Trusts federation.
- ▢ **Target Operating Model & Organisational Improvement** – Support Trusts to move towards a more consistent and effective target operating model through consulting support, signposting and enabling smart sourcing of capability and capacity gaps.
- ▢ **Service Engagement, Performance & Benefits Realisation** – Increase the number of services sold and improve how Trusts engage with services, strengthen service performance management, and ensure benefits are realised, are communicated and feed into wider impact measurement.
- ▢ **Services Portfolio & Delivery Alignment** – Support effective coordination and oversight of the services portfolio through close engagement with service owners and project delivery teams, ensuring alignment with the overall strategy and Trust needs.

Main Responsibilities

Strategy to Operations

Drive the transition from Strategy 2030 into clear, actionable and deliverable operational change across the federation.

- Support Trusts to interpret Strategy 2030 and translate it into practical operating priorities and actions.
- Bridge the gap between strategic ambition and day-to-day operational delivery.
- Work closely with central teams and Trusts to ensure consistency between strategy, services and delivery.
- Identify delivery risks, dependencies and capacity constraints and feed these into portfolio and planning processes.

Target Operating Model & Organisational Improvement

Support Trusts to move towards a more consistent target operating model, improving capability, efficiency and sustainability.

- Provide consulting-style support, guidance and signposting to help Trusts assess and improve their operating models, not reinventing the wheel.
- Work with Trusts, using data and insights, to support prioritisation and identification of gaps in capability, capacity or maturity and support Trusts to smart-source solutions where appropriate.
- Share good practice and enable peer learning across Trusts to accelerate improvement.
- Support incremental, pragmatic improvements rather than one-size-fits-all solutions.

Main Responsibilities

Service Engagement & Accessibility

Make it easier for Trusts to engage with services, ensuring needs are understood and support is accessible.

- Track Trust engagement with Business Services and other shared services.
- Identify barriers to engagement and work with service owners to improve accessibility and clarity on what is available or in the development pipeline.
- Internally sell in new services to Trusts, with a solution orientated approach to Trust challenges and opportunities.
- Act as a single point of account management where Trusts are engaging with multiple services simultaneously.
- Ensure service offer, pathways and expectations are clear and well understood.

Service Performance, Measurement & Benefits Realisation

Strengthen service performance management, benefits realisation and contribution to impact measurement.

- Support the definition and tracking of service performance measures and success indicators.
- Work with service owners to capture and articulate benefits realised through service delivery.
- Feed service-level benefits and performance data into wider impact measurement and reporting.
- Use insight and data to inform continuous improvement of services and delivery models.

Main Responsibilities

Services Portfolio & Delivery Engagement

Support effective management of the services portfolio through close engagement with service owners and delivery teams.

- Maintain oversight of the services portfolio, including status, dependencies and delivery risks.
- Work closely with service owners and project delivery teams to support coordinated planning and sequencing.
- Ensure services activity aligns with strategic priorities, Trust needs and delivery capacity.
- Escalate issues, risks or opportunities where intervention is required.
- Support development of new services and the overall approach to key service elements including pricing strategies.

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

- Key Competencies:
 - Working collaboratively and providing support: Builds effective, collaborative relationships across organisations, functions and delivery teams, enabling coordination and shared outcomes. App, I
 - Communication and influencing - Builds impactful stakeholder relationships and communicates confidently, adapting style to different audiences. Uses influencing and negotiation skills to achieve positive outcomes. App, A, I
 - Analysis and interpretation - Analyses information and performance to identify issues, opportunities and improvements and support evidence-led decision making. App, A, I
 - Commercial acumen, innovation & creativity: Applies business and commercial awareness to identify opportunities, challenge existing approaches and develop practical, creative solutions that support organisational improvement. App, A, I
 - Adaptability & resilience: Supports Trusts and colleagues through change, remains solution focused and identifies opportunities to improve services, processes and ways of working. App, I
- Experience:
 - Experience of developing and delivering successful business transformation projects and organisational or operational improvement initiatives. App, I
 - Account management experience, including portfolio-level coordination, service management or delivery support within complex, multi-stakeholder environments. App, I



APP = Application Form

A = Assessment

I = Interview question

Desirable

- Key Competencies:
 - Strategic alignment and decision making: Translates Strategy 2030 into practical operational priorities and actions. Uses evidence, insight and sound judgement to balance Trust needs, risks, resources and delivery capacity.
 - Planning and implementing: Coordinates multiple services, priorities and delivery teams, organising work effectively to achieve agreed outcomes.
- Experience:
 - Experience of developing or working with services, shared services or enabling functions.
 - Experience within a solution-based sales environment.
 - Experience of working within a federated, membership, charity or similarly complex organisation.
- Knowledge and skills :
 - Technical knowledge: Knowledge of service performance measurement, benefits realisation and/or impact tracking.
 - Professional practice: Understanding of operating models, service design and/or organisational development approaches, with excellent customer care and account management practice.
 - Project management: Plans, coordinates and delivers projects/programmes effectively, managing priorities, stakeholders, progress, risks and changing requirements.
 - Communication and facilitation: Excellent presentation and facilitation skills, able to communicate ideas clearly and concisely and support productive stakeholder discussions.



Additional benefits of working for The Wildlife Trusts

- Private medical insurance
- Generous salary sacrifice pension contribution
- Electric vehicle salary sacrifice scheme
- 26 days annual leave and 8 bank holidays
- Extra 5 days leave on each 5 year service anniversary
- 4 Concessionary Days over festive period
- Non-contributory Life Assurance Scheme
- Charity worker discount
- Employee Assistance Programme
- Cycle to Work Scheme

Closing date for applications: 8 November 2026
First interview: 24 & 25 November 2026 (Online)
Second interview: 1 December 2026 (Online)