

Bat Conservation Trust



Job description

Background

The Bat Conservation Trust (BCT) is proud to be the leading non-governmental organisation devoted solely to the conservation of bats and their habitats. BCT's vision is a world rich in wildlife where bats and people thrive together. Our mission is to conserve bats for present and future generations. Through education, collaborative action and scientific research, we inspire individuals and organisations to value and speak out for bats.

BCT's strategic aims are:

- Discover: *To ensure scientific evidence is in place to support bat conservation*
- Act: *To secure and enhance bat populations and their resilience in a changing world*
- Inspire: *To win the levels of support required to secure and enhance bat populations*
- Strengthen: *BCT to achieve financial stability and sustainable staff workloads. Staff and volunteers are motivated and well led.*

BCT's core expertise includes: biodiversity delivery (an experienced lead partner for several bat species in the UK Biodiversity Strategy); the National Bat Monitoring Programme (coordinating more than 2000 volunteer surveyors each year); delivering advice about bats (through the National Bat Helpline and through long-term partnerships with the statutory nature conservation organisations); training professionals and volunteers; and engaging and educating wider audiences.

BCT's head office is in Vauxhall, London and we offices in Scotland and Wales as well as some remotely based staff.

BCT's Helpline is a source of information and advice on bats and their roosts. The Helpline is contracted by Natural England, the English Statutory Nature Conservation Body, to cover the administration of statutory bat casework in England. As a small number of bats in the UK have tested positive for a type of rabies, the Helpline also plays a critical role in ensuring that the public and those working with bats have the most up to date guidelines on bats and rabies issues.

The Helpline team usually comprises two Helpline Managers, up to five full-time Helpline Officers/Bat Advice Officers, one part-time Bat Advice Officer and up to five Seasonal Helpline Officers (during the summer months), who each take responsibility for answering and responding to calls and organising Natural England bat casework.

Purpose of the Job

The Helpline Managers lead and manage the Helpline team, manage service provision, provide robust technical advice, and manage relationships with funders, working to secure the future of the service. The overall aim is to ensure that the Helpline continuously provides a high quality, cost effective service. The Helpline Manger roles are full-time and the responsibilities listed below will be carried out jointly by the two Helpline Managers. However, it is important to note that individual managers will take a lead in specific areas depending on their skills and strengths.

Roles and Responsibilities

1. Strategic planning

- Take a strategic overview of the Helpline service. Review and develop the strategy on an annual basis, and implement any necessary changes
- Update and monitor Helpline milestones and targets within the wider BCT strategy
- Review ways to continuously improve the service, including technical advice, structure, technology and future funding priorities
- Work with other departments to maximise the potential of the Helpline to BCT as a whole (for example, use of data)

2. Team management

- Line manage some Helpline staff
- Overall team management: ensure that team members adhere to roles and rotas, monitor team workload and time management, put in place effective strategies to manage workload at peak times of year, set team objectives, build team morale
- Recruit new staff and manage change within the team
- Address any HR issues within the team

3. Service provision and quality assurance

- Work with other staff to ensure that Helpline staff have access to up-to-date advice and information
- Develop the technical training programme for Helpline staff
- Set in place systems to ensure that all Helpline advice given is correct and in line with BCT standards
- Ensure that service targets are met
- Provide guidance to Helpline team members on difficult cases and issues
- Respond to any complaints relating to the Helpline

4. Funding and reporting

- Oversee relations with funders, including Natural England and Defra
- Work with other staff to identify funding opportunities and obtain future funding for the Helpline
- Manage the Natural England tender and in future be able to work with other staff to secure a new contract
- Monitor service targets and put in strategies to ensure these are met
- Oversee the reporting process, including ensuring that staff are allocated to write all reports throughout the year
- Approve all reports

5. Information technology

- Oversee the Helpline database system and work with the team to improve this and use it more effectively within BCT
- Oversee the information risk aspect of the Natural England casework

6. Financial

- Prepare and manage Helpline departmental budgets, and monitor income and expenditure
- Provide forecasts and financial information to the Head of Operations
- Work with the team to ensure that service is cost-effective

Working relationships

Inside the organisation

Reports to Head of Conservation Services
Jointly manages the Helpline team
Close contact with other BCT staff

Outside the organisation

Regular contact with general public, Natural England staff and volunteers, and other Statutory Nature Conservation Bodies and Non-Governmental Organisations.

Other relevant factors

Compliance with Green House Keeping and Health and Safety

Salary

The salary is in the range of £26,000 – £31,000 depending on experience.

Length of post

This is a permanent contract but as with all BCT posts depends on continuation of funds. There is an initial three month probationary period with one week's notice, after which the notice increases to two months. A performance review will take place at three months.

Holiday

25 days annual leave plus bank holidays (33 days in total).

Benefits Package

BCT offers Childcare Vouchers, Cyclescheme and an Employee Assistance Programme which you may join after satisfactory completion of a probation period.

Pension

BCT will automatically enrol you into a Group Pension Plan after you have been employed by BCT for three months. Currently, employee and employer contributions are 3% (minimum) and 4% respectively. Pension contributions will be reviewed and increased in line with pension reform legislation.

Usual time of work

9am – 5.30pm including one hour for lunch (37.5 hours per week). There may be occasional evening and weekend work (e.g. to attend conferences or events) for which time off in lieu is given, although not necessarily on a one for one basis. All Helpline staff act as back up staff for the Out of Hours project in the summer which involves some additional evening and weekend work.

Place of work

The main BCT office in Vauxhall, South London.

Person Specification

Quality	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Degree or equivalent work experience • Knowledge of helpline service provision issues 	<ul style="list-style-type: none"> • Understanding of roost visitor system • Understanding of the principles of bat mitigation • Good understanding of bat ecology and conservation • High-level knowledge of the wildlife sector, protected species legislation and licensing processes
Experience	<ul style="list-style-type: none"> • Experience of leading a team • Experience of recruiting staff • Project management experience • Line management experience • Financial management and budgeting experience • Report writing experience 	<ul style="list-style-type: none"> • Experience of working in environmental sector • Experience of bat consultancy • Experience of preparing tenders • Experience of working in a non-profit organisation • Experience of working with protected species
Competencies	<ul style="list-style-type: none"> • Strategic planner • Excellent communication and interpersonal skills • Ability to lead a team and maintain a positive attitude • Ability to manage constant change and continuously improve service provision • Good report writing skills and attention to detail • Ability to deal with working under pressure • Excellent organisational, planning and project management skills • Good diplomacy skills • Ability to deal confidently with a wide range of people • Proficient in Microsoft Office programmes • Professional approach to work 	<ul style="list-style-type: none"> • Monitoring and evaluation experience
Personal qualities	<ul style="list-style-type: none"> • Ability to work closely with joint Helpline Manager through excellent communication and planning skills • Good team manager – ability to motivate others • Commitment to conservation and environmental issues • Strong personal motivation 	